DATAMATION 84

SYSTEMS SOFTWARE SURVEY
DO MERGERS MANGLE DATABASES?
DECENTRALIZING SECURITY

DATAMATION

DECEMBER 1, 1984/$3.00 U.S.A.
VOLUME 30 NUMBER 20
This issue, 182,374 copies

FEATURES

24
IN FOCUS
When it comes to poor old MIS, acquisitive corporations are "Getting Away With Merger," claim Laton McCartney and Joe Kelly.

68
THE INTEGRATED SERVICES DIGITAL NETWORK
William Stallings
What do you get when you combine value-added networking, long-haul telecom, sophisticated switches, and practical standards? A wired world—and it'll be here sooner than you might think.

84
SYSTEMS SOFTWARE SURVEY: USERS' FAVORITE DISKS
Data Decisions
More than 5,000 users give an average overall thumbs-up rating on 135 packages for the second year in a row.

143
GOAL 'N' IMPLEMENTATION 4-EVER
Nicholas Zvegintzov
Advice for the maintenance-lorn.

147
DECENTRALIZING DATA SECURITY
Gordon L. Reid
Effective security cannot be bought. It must be a state or mind that is adopted and accepted at all levels of the corporation.

NEWS IN PERSPECTIVE

36 **MICROSOFTWARE**
Vendor outlook bleak.

40 **SECURITY**
Speaking in codes.

45 **SUPERCOMPUTERS**
High stakes at NSF.

52 **NETWORKS**
Britain builds big.

61 **DATABASE SYSTEMS**
Up from the ashes.

64 **BENCHMARKS**

DEPARTMENTS

9 **LOOK AHEAD**
15 **LETTERS**
21 **EDITORIAL**

153 **PEOPLE**
159 **HARDWARE**
165 **SOFTWARE**
171 **SOURCE DATA**
176 **ON THE JOB**
177 **MARKETPLACE**
181 **READERS' FORUM**
184 **ADVERTISERS' INDEX**

INTERNATIONAL 152-1

- 5 **HANGING ON THE EFT EDGE**
-15 **BANKING ON VIDEOTEX**
-24 **THE FRENCH FACTOR**

COVER PHOTOGRAPH BY WALTER WICK
MEDIA COURTESY OF DEC

More than 5,000 active users rate the performances of 135 packages.

SYSTEMS SOFTWARE SURVEY: USERS' FAVORITE DISKS

by Data Decisions

Ever wonder if other data processing managers have the same trials and tribulations with their systems software as you do? Glitches in communications code, program development aids that are more trouble than they're worth, or resource managers that consistently miss the estimating mark do exist, but the latest version of DATAMATION's annual systems software user survey shows that on balance, life is not getting any worse when it comes to systems software maintenance. On an ascending scale of 1 to 10, the average overall performance rating was a rather positive 7.1 for the second year in a row. No wonder the software business is growing at a 35% annual clip from a $9 billion base this year, with DBMS and productivity aids on the shopping lists of dp managers around the world.

To find out just what kind of experiences information processing professionals were having with the most widely used systems software products over the past year, DATAMATION and Data Decisions, a Cherry Hill, N.J., computer research firm, polled thousands of users on what they think of their recently purchased systems software—how they feel about vendor support, package performance, and whether the package was going to be replaced.

This year 5,415 active users of 135 widely used systems software packages for mainframes and minis responded with ratings and comments on their recent purchases. Using their ratings, we came up with the average rating in five experience categories for each product, and comparisons by nine product groupings. While the average rating of 7.1 is the same as last year, that number masks some important changes in the individual product rankings.

The highest rated package was in the utilities/operating systems/enhancements group—Flee/Xp from Goal Systems Int'l., Columbus, Ohio, took top honors with an average rating of 9.1. In addition, 89% of the respondents classified it as "an outstanding value." Call it the Mary Lou Retton of the software set. This is the first time in many years of surveying users that a package has won such acclaim. However, it's not entirely fair to call it the best software package on the market because its function is not as complex as that of a database management system or an artificial intelligence package. But it does show that a real rave review is possible in the software business.

The highest average rating received by any one category was 7.7, for utilities/operating systems/enhancements, and the lowest was 6.6, for data center managment systems.

As for database management systems, System 1022 from Software House, Cambridge, Mass., led all DBMS packages with an average rating of 8.4, but Software AG's ADABAS and Cullinet's IDMS received average ratings of 8.0 and 7.9, respectively, making them the highest rated of the IBM-based systems in the survey.

In the data management and DBMS aids category, Quickjob III from System Support Software, Dayton, Ohio, came in first with a rating of 8.4. Condor from Phoenix Computer, Culver City, Calif., headed up the list of program development aids with an 8.4 average rating, but it was closely followed by Mapper from Sperry, with a rating of 8.2.

In the media control and resource management category Super MSI from CGA Products, Holmdel, N.J., was the top package, with an 8.3 rating.

There was a tie for top honors in the monitor and performance aids category between Candle Corp.'s OMEGAMON and Morino Associates' MICX, both with aver-

PHOTOGRAPH BY WALTER WICK

The highest-rated package was in the utilities/operating systems/enhancements group.

age ratings of 8.3.

A relative newcomer to the survey, Haverly System's OMNI, took top honors in the query &.^ report writer category, with an average rating of 8.2. There was another tie in the data center management category, between UCCEL's UCC-7 and Value Computing's Data Center Management System: each had a 7.3 average rating.

A perennial winner again took top place in the communications category. WESTI from Westinghouse, with a rating of 7.9, led all other packages in that group. Altergo's SHADOW II, however, came in a close second with a rating of 7.8.

SOME CAVEATS IN ORDER

A few caveats are in order here. The classifications are not exact, and in some cases the nine categories include products that are not direct competitors. Also, newer systems, with more up-to-date technology, are typically rated significantly higher than many of the more mature offerings. One noticeable exception is WESTI, a decidedly mature product that still leads the field in the area of communications. One reason for this may be that the complexity of communications technology in general might make users overly critical of products offering new methodologies and allow a less complex terminal management product to shine.

Uniformly rave reviews are not always the case. Although the average package received an overall rating of superior (a 9 or a 10 score) from 26% of its users, a very good rating (6, 7, or 8) from the majority, an acceptable rating (3, 4, or 5) from 18%, and an inadequate (1 or 2) rating from 2%, still, 13%, or approximately 650 users, indicated that they were actively seeking replacements. About one third of this group, or 200 users, said they were shopping because their current packages lacked the features and capabilities they felt they needed. Only 2% were doing so because of general dissatisfaction, however—a remarkably low figure.

Users were also asked detailed questions about vendor support, system performance, and features. Ease of use, freedom from bugs, and installation time are included in the performance evaluations. Overall, users were slightly less pleased with vendor support than they were with the packages themselves and gave support an average rating of 6.4. The high and low scores in this area—7.0 and 5.9 respectively—were registered by the same two types of packages: utilities and data center management.

Seventy-eight percent of this year's respondents are running their products on IBM mainframes. When we add the 4% running on Amdahl systems, the 2% on NAS, and the 1% on Magnuson, this brings the IBM-compatible base to 85%, which closely approximates the estimated IBM share of the market. As to the rest, 5% were using DEC minicomputers and mainframes, 3% were Sperry users, 2% had Hewlett-Packard systems, and 1% used Wang small systems. The remaining 5% reported using a variety of computers—among them CDC, Honeywell, Prime, and Data General systems.

We asked the users to review performance using four measurable parameters: efficiency of hardware utilization, ease of use, freedom from bugs, and the time it took to install the package. Vendor support included responsiveness to requests, training, and documentation. When rating operational characteristics, the user was asked to measure the product's ability to handle expanded processing volumes, the availability of effective security measures (when applicable), and the effectiveness of its backup and recovery procedures (again, when applicable).

A quarter of the packages in this year's survey didn't receive ratings in the areas of backup and recovery and security. Although some packages don't require these provisions, many that deal with transaction processing must contain them. Because of this, we have broken out the composites for these two functions, and have indicated how many packages were rated on these points.

SECURITY AN ISSUE FOR DBMS

Probably because DBMSs and communications software are the most complex and sophisticated entities surveyed, the users were much more demanding with regard to backup and recovery, and especially with regard to security.

Notice that program development aids are consistently near the top of the ratings for backup, recovery, and security, due probably to their background. They are generally fourth generation languages and application development tools and quickly evolved as the computer industry took off on its microcomputer-based interactive personal computing binge. Although they weren't necessarily brought about by the introduction of the microcomputer, the technology was greatly influenced by it. As the trend toward higher-level languages that let the end user "program" without making demands on the always busy dp department continues, the popularity of these tools will continue to increase.

Monitoring and performance aids is another new area that bears watching. This category also received relatively high performance ratings.

While program development aids are designed to ensure the best utilization of human resources, monitoring and performance aids concentrate on providing the hardware/software combinations that utilize the computer best. Developing these products calls for considerable expertise, much more than required for a utility package. The cost of this expertise is frequently reflected in the cost of the package, and this goes a long way toward discouraging smaller installations. The size of the marketplace may be part of the reason there are so few vendors of these types of packages.

How good or bad a product is in the view of users often depends on how well it is supported. When it comes to the mainframe software market, it is rare for a vendor not to supply some form of support. Four basic types of support are typical: on-site, where the representative of the vendor is either constantly on location or very close by; on-line, where there is a communication line between the customer's computer and the maintenance site so that the problem can be downloaded; mail, where the user mails a series of dumps to the vendor for analysis and resolution; and telephone hot line, which allows the customer to pick up a phone when a problem arises and discuss it immediately with a specialist at the vendor's site. Some hot lines are manned 24 hours a day, seven days a week, while others are available only at set times.

It came as no surprise that 90% of all respondents to this year's survey reported the telephone hot line as the prime form of support used within their installations. On a scale of one to 10, these respondents rated the service at 6.7—higher than any other form of service. How else can a vendor make so much expertise available to so many installations on a real-time basis? What was somewhat surprising was the fact that 51% of the respondents said they were still using the mails for vendor support. And on top of that, they rated this support at 6.1. The only possible explanation for this high percentage is that many of the computer vendors (e.g., IBM) require that problems be documented and mailed in with dumps even when a temporary fix has been worked out by phone. It is also possible that, rather than tying up the telephone lines trying to reproduce nonrecurring problems requiring low-priority attention, users are handling this type of situation by mail. In either case, we can expect mail support to continue until on-line support becomes financially feasible.

On-line support was introduced about 10 years ago but never really got off

Program development aids were consistently near the top of the ratings for backup, recovery, and security.

the ground because the associated resources and costs made it practical for only a few installations. Very few vendors are offering on-line support and only a handful of respondents reported using it. Those who do rated it a low 5.8. Despite this, there's a strong possibility that, as more sophisticated communications facilities become available, the use of on-line facilities to help correct software problems will become feasible. We estimate, however, that it will be at least 10 years before this happens.

This leaves telephone support, offering a centralized pool of expertise. In spite of everything, 39% of the users of 87 packages reported that on-site support was their prime source of support, and they rated it a healthy 6.5. Most of the products supported on-site were large and complex.

SEVEN BUYING FACTORS

Taking all the different factors into consideration, how do buyers decide what to purchase? In this year's survey seven basic factors were suggested, and respondents indicated the level of influence each had on their decision to acquire the software being rated. Seventy-nine percent reported the major factors influencing their decisions were package features and capabilities; 62% stated compatibility with other software in use was a major consideration; and 63% said productivity and ease of use were of major concern.

Recommendations from consultants had the least influence, with 63% of all respondents reporting they had absolutely no influence on their decision to purchase. In another interesting finding, 51% reported that experience with another product from the same vendor also had no direct influence. This means that a vendor can no longer assume that a user will automatically acquire another package just because the first one worked well.

While features and capabilities were the prime factors influencing the purchase of packages in general, they were of primary concern for only 67% of the users of communications packages. Seventy percent of this group was more concerned with product compatibility. Until some truly acceptable standards are adopted, incompatibility will continue to be a major concern facing all those who implement any form of communications.

Fifty-six percent of all respondents reported they had evaluated other packages before acquiring their product; 28% of this group evaluated an average of 1.4 packages from their computer vendor, but 18% indicated that their computer vendor did not offer an equivalent. Forty-five percent indicated they looked at an average of 2.4 packages from independent suppliers.

The fact that almost twice as many respondents went to independent suppliers and that almost twice as many packages from independents were reviewed is to be expected. The majority of the products in this survey are designed to operate on large IBM mainframes, and this is the market area where independents feel there is the greatest room for competition. As we have seen, the manufacturer frequently doesn't even have an equivalent product, and even Big Blue is limited in the number of alternatives it makes available for one specific configuration. On the other hand, there may be eight or 10 independents addressing that one area.

In reviewing each of the nine categories, we found that purchasers of media control and resource management packages and DBMSs were most likely to look at evaluation alternatives; 792 users responded to this question, and 61% in each of the categories said they had examined other packages. Thirty-three percent of the DBMS users reported evaluating an average of 1.5 packages from computer vendors, and 54% of both groups noted looking at an average of 3.3 packages from independents. With the introduction of the new IBM DB2 product, we can expect more respondents to look at computer vendor software products in the future.

Users of monitoring and performance aids seemed to spend the least effort evaluating comparable products. Still, 49% of the 504 respondents to this question indicated that some effort was made; 23% looked at an average of 1.2 packages from the computer vendor, and 39% investigated an average of 1.8 packages from independents. One reason for this comparative lack of activity might be a lack of alternative products. In fact, in some cases products from the computer vendors are the only offerings.

FUTURE OF VENDOR PRODUCTS

What about the future of these products? Only 19% of all our respondents reported doing any postacquisition evaluation; 8% evaluated alternate packages from their computer vendor and 12% evaluated packages from independent suppliers. Surprisingly, the DBMS purchasers were the most active in this ex post facto exercise: 26% of the 792 DBMS respondents said they had evaluated another product. Of this group, 49% looked at an average of 1.7 packages from their computer vendor, and 66% indicated they had investigated an average of 2.8 packages from independents.

Considering the cost involved in purchasing and installing a DBMS, it seems unlikely that any quick changeover would be considered. Much of this postacquisition activity, however, may be related to upgrading (e.g., looking at SQL or DB2 to supplement DL/1 or IMS). In addition, large corporations might be looking to expand their database capabilities without necessarily replacing anything.

The data center management packages were subject to the least postacquisition evaluation (by only 13% of the 332 respondents). Of those, 10% reviewed on average less than one package from computer vendors, but 49% looked at an average of 1.2 packages from independents. Here is another case where the number of packages available is far fewer than in many other categories and the installation effort is great. Therefore, users probably won't start looking for a replacement soon.

How many respondents were actively looking to replace their packages? Of the total group, 13%, or about 650 users, said they were actively evaluating alternatives. Leading the field were users of communication packages and DBMSs, with 19% out of their total respondent bases of 387 and 792 respectively.

It comes as no surprise that users of communications software are now looking elsewhere, especially in the area of CICS-competitive products. Many independent suppliers of CICS-type monitors have been dropping out of the market. The latest dropout is Applied Data Research's DATACOM/DC. This development, plus TSI International's halt in the marketing of TASK/MASTER and the dropping of MINICOMM from the SDA/Polygon line, reinforces the view that major TP monitor vendors are leaving the field to IBM and CICS.

One exception to this is Westinghouse's WESTI. This small-system, limited-facility monitor gives good value for the money, has kept in tune with the latest technology without promising the user the world, and is marketed on a very low-profile basis.

In the area of communications in general, 22% of the respondents indicated they were seeking to replace products that didn't have features and facilities they felt they needed; 25% claimed their products performed too slowly, and 15% were generally dissatisfied. Interestingly, 15% reported that they were seeking alternative products because they were upgrading from one operating system to another from the same vendor. This probably means that many IBM users are upgrading from a DOS to an OS environment.

Of the 123 respondents who were

Package features and capabilities were the major factors that influenced 79% of buying decisions.

actively seeking a replacement for their DBMSs, 36% reported they required features and facilities that did not exist in their current system, 27% said they were generally dissatisfied with their system, and 25% cited slow performance as the major reason for seeking an alternative.

Owners of data center management packages were the least anxious to replace their systems (only 7% of the 332 respondents felt this way). Of these, 23% reported general dissatisfaction as the major reason for refraining from replacement, 21% complained of poor or discounted vendor support, 20% wanted additional features and capabilities, and 14% felt the price/performance ratio was unsatisfactory.

PRODUCT MEASURED BY VALUE

Products can be measured in many ways, but the one true measure of a good software acquisition is whether or not users feel they have gotten true value for the money invested. In order to judge this, we asked our survey respondents to characterize their acquisitions as excellent, good, or poor values.

For a product to be considered an excellent value, it must supply outstanding features and capabilities at a price comparable to or lower than competitive packages or provide good (not necessarily outstanding) features and capabilities at a price substantially below competitive packages. To be considered of good value, a product must provide outstanding features and capabilities at a higher price than competitive packages with lesser capabilities, provide good but not necessarily outstanding features and capabilities at a price comparable to competitive packages, or provide newer features and capabilities than competitive packages but at a significantly lower price.

A poor value is a package that provides good but not outstanding features and capabilities, but at a price significantly higher than competitive packages, or one that lacks many important features and capabilities but is priced comparable to or higher than competitive packages.

The results showed that 46% of the users felt they had acquired excellent value, while 44% said that they received good value. Only 4% felt they had made poor selections. Not unexpectedly, 61% of those who reported on utility-type packages considered them excellent values, while only 43% of the users of communications packages and 40% of the DBMS purchasers felt the same way—and 7% and 8% respectively felt they had received poor value. Only 31% of those judging data center management packages and 38% of those with query and report writing systems rated their acquisitions as excellent value.

One area that is always of interest is whether the products exceeded, met, or failed to meet the vendor's promises concerning installation time, features and capabilities, and performance/speed/efficiency. The average systems software package studied did best in the area of features and capabilities, with 91% of the users saying their acquisitions met or exceeded the vendor's promises. In addition, 89% said they met or exceeded promises about installation time, and 88% reported that promises relating to performance/speed/efficiency were met or exceeded.

Eighty-one percent of the users of the average systems package said that it met or exceeded vendor promises in all three areas, and only 1% said it hadn't met any vendor promises. Of the nine package groups, utilities/operating systems/enhancement packages were rated most favorably, with 88% of the users reporting that all vendor promises had been met or exceeded. Data center management packages fared worst, with only 72% making this claim.

In order to participate in Data Decisions' survey, the user must have had the package installed for at least six months. The average package was, in fact, installed for 38 months, with communications packages installed for the longest period, 50 months, and program development aids and media control and resource management packages installed for the shortest time, 34 months.

BAR GRAPHS HEART OF REPORT

The heart of this report is a series of bar graphs that show certain ratings for each product, each individual category, and the survey as a whole. In this section, which begins with surveywide averages, the graphs are laid out by category, with each set of product graphs preceded by a graph with the averages for that category.

The graph for the whole category has one set of red bars that shows the various averages. The product graphs have two bars per rating, a red bar showing the average for the category and a black bar showing the rating for the specific product.

Other information includes the number of responses per package or category, the number of users who judged the product outstanding, the number who judged vendor support outstanding, and the number actively seeking to replace the product and the reasons for this action. We also provide the vendor's name, address, and telephone number to facilitate further contact.

Rating Summaries

COMMUNICATIONS SOFTWARE—11 packages studied.

Mean Score

7.9—Westinghouse Electric WESTI
7.8—Altergo Products SHADOW II
7.5—Tone Corporation TONE 3/TONE 4
7.1—Applied Data Research ADR/ROSCOE
7.0—Digital Equipment DECnet
6.9—Group Average, IBM Corp. CICS/VS
6.6—Cincom Systems ENVIRON/1
6.5—Software AG COM-PLETE
6.4—IBM TSO
6.2—IBM ICCF
6.0—IBM IMS/DC

DATA CENTER MANAGEMENT SYSTEMS—7 packages studied.

Mean Score

7.3—UCCEL UCC-7, Value Computing Data Center Management System
7.1—UCCEL UCC-11
6.9—Pace KOMAND
6.7—Johnson Systems JARS
6.6—Group Average
5.5—Computer Associates CA-SCHEDULER
5.1—Value Computing COMPUT-A-CHARGE

DATA MANAGEMENT & DBMS AIDS—15 packages studied.

Mean Score

8.6—System Support Software QUIKJOB III
8.4—AS Institute SAS
8.0—Dylakor DYL-280
7.9—Battelle Labs BASIS
7.8—DBMS Inc. TOOL KIT
7.1—Dylakor DYL-260
7.0—Group Average
6.9—Applied Data Research DATA DICTIONARY, MSP DATAMANAGER
6.8—Oceanic EXTRACTO, Application Software ASI-ST
6.5—Information Processing BLISS/COBOL
6.4—Henco Software INFO
6.3—Sperry Corp. IMS
5.5—UCCEL UCC-10
5.1—TSI Int'l. DATA CATALOGUE 2

DATABASE MANAGEMENT SYSTEMS—21 packages studied.

Mean Score

8.4—Software House SYSTEM 1022
8.0—Software AG ADABAS, Cullinet IDMS
7.8—Hewlett-Packard IMAGE/3000
7.3—Information Builders FOCUS
7.2—Computer Corp. of America MODEL 204, Mathematica RAMIS II
7.1—Infodata INQUIRE, Honeywell DM-IV
6.9—Cincom Systems TIS
6.8—Group Average
6.7—Intel SYSTEM 2000, DEC DBMS, Sperry Corp. DMS-1100
6.5—Tominy Data Base Plus
6.3—National Information DPL

Users of monitoring and peformance aids spent the least effort evaluating comparable products.

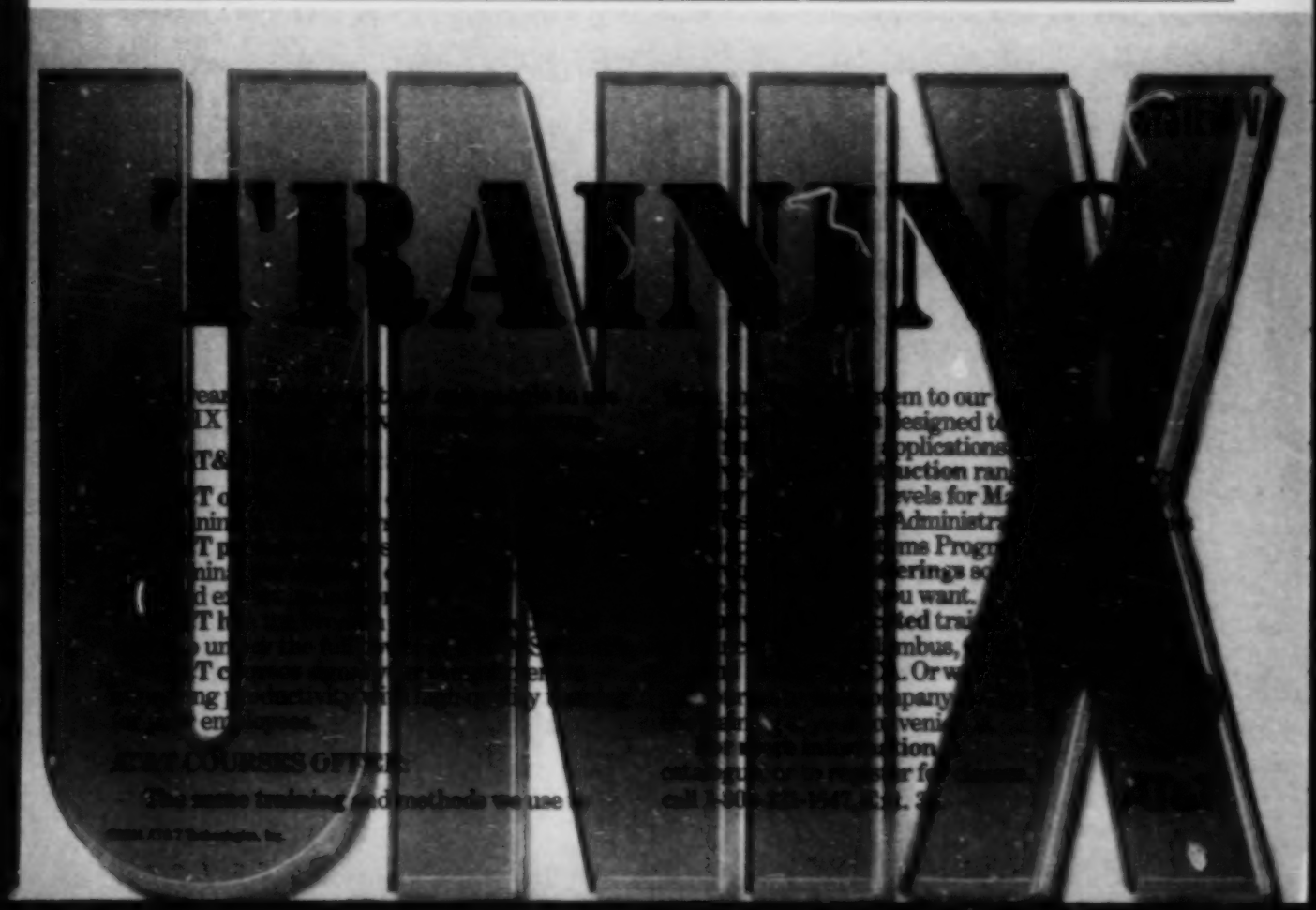
6.2—Oracle Corp. ORACLE
6.0—IBM SQL/DS
5.8—Cincom TOTAL, IBM DL/1, IBM IMS/VS
5.6—Applied Data Research ADR/DATACOM/DB

MONITORING/PERFORMANCE AIDS SOFTWARE—13 packages studied.
Mean Score
8.3—Candle Corp. OMEGAMON, Morino Associates MICS
7.7—Candle Corp. DEXAN
7.5—Morino Associates TSO/MON
7.4—BGS Systems CAPTURE/MVS
7.3—Boole & Babbage RESOLVE
7.2—Applied Data Research ADR/LOOK
7.0—Group Average, BGS Systems BEST/1
6.8—Boole & Babbage CMF/MONITOR
6.4—Boole & Babbage IMF
6.0—Boole & Babbage TSA
5.7—Boole & Babbage PPE
5.4—Duquesne Systems QCM

PROGRAM DEVELOPMENT AIDS—17 packages studied.
Mean Score
8.4—Phoenix CONDOR
8.2—Sperry Corp. MAPPER
8.0—Applied Data Research ADR/VOLLIE
7.8—Online Software Int'l. INTERTEST
7.7—Cincom Systems MANTIS
7.6—Software AG NATURAL, IBM ISPF
7.3—Altergo Products QUOTA II
7.2—Pansophic Systems O-W-L
7.1—Online Business Systems WYLBUR
7.0—Group Average, Altergo Products CPG
6.6—TOM Software SPEED I
6.3—Applied Data Research METACOBOL
6.0—Management & Computer Services DATAMACS
5.8—Oxford Software UFO
5.4—Informatics MARK IV
4.6—IBM DMS

MEDIA & RESOURCE MANAGEMENT SOFTWARE—16 packages studied.
Mean Score
8.4—CGA Computer SUPER MSI
8.3—Cambridge Systems Group ACF2
8.1—CGA Computer MSM
8.0—Corodale SYSTEM/MANAGER
7.9—Sterling Software DMS/OS
7.8—SDI Inc. EPAT
7.7—Cambridge Systems Group ASM2, Computer Associates CA-DYNAM/FI
7.5—UCCEL USS-1
7.3—Group Average
7.2—Computer Associates CA-DYNAM/D
7.0—Tower Systems TFAST
6.9—Tower Systems DFAST
6.6—Pansophic Systems PANAUDIT
6.5—Computer Associates CA-TLMS
6.1—UCCEL UCC-3
5.7—Pansophic Systems PANEXEC

QUERY/REPORT WRITING SYSTEMS—11 packages studied.
Mean Score
8.2—Haverly Systems OMNI
7.3—Applied Data Research ADR/DATAQUERY, Cullinet EDP AUDITOR
7.2—Pansophic Systems EASYTRIEVE
7.1—Computer Associates CA-EARL
6.8—Group Average
6.7—TSI Int'l. AUDIT ANALYZER
6.6—H & M Systems KEYFAST



Owners of data center management packages were least anxious to replace their systems.

6.4—Cullinet CULPRIT
6.3—DEC DATATRIEVE
6.2—HP QUERY/3000
5.9—TSI Int'l. DATA Analyzer

UTILITIES/OPERATING SYSTEM ENHANCEMENT SOFTWARE—
24 packages Studied.
Mean Score
9.1—Goal Systems PLEE/XP
8.8—Goal Systems FAVER/XP
8.7—Westinghouse Electric Disk Utility System
8.6—Macro 4 LOGOUT/MULTILOG, Software Pursuits DOS/MVT/VSE
8.5—Syncsort Inc SYNCSORT/DOS
8.4—Computer Associates CA-SORT
8.3—Innovation DP FAST/DUMP/RESTORE (FDR), Syncsort Inc. SYNCSORT/OS
8.2—SDI Inc. INSTANT FBA
8.1—Computer Associates CA-RAPS, Compuware ABEND-AID, Goal Systems FAQS/XP
7.8—CGA Computing TOP SECRET
7.7—Group Average
7.6—Applied Data Research LIBRARIAN
7.5—IMSL Inc. IMSL LIBRARIES
7.3—Panaphic Systems PANVALET
7.1—Century Analysis BOSS/3
7.0—TSI Int'l. KEY/MASTER
6.8—Computer Associates CA-DRIVER
6.7—Nixdorf Computer Software EDOS
6.3—UCCEL XCC-2
5.8—Value Computing VALU-LIB
5.6—Computer Associates CA-JASPER ●

This systems software survey is based on a forthcoming report in Data Decisions' *Software*, a monthly updated information service covering systems and application software for mainframes and minicomputers. Additional information on Data Decisions' subscription services and custom consulting capabilities is available from Data Decisions, 20 Bruce Road, Cherry Hill, NJ 08034, (609) 429-7100.

METHODOLOGY

The survey was designed by Data Decisions and conducted by Beta Research Corp., Syosset, N.Y., in the spring and summer of 1984. The objective was to obtain users' evaluations of their packages and data on the environment in which systems software is used.

The universe consisted of packages designated by International Computer Programs, Indianapolis, as having generated $5 million or more in sales; 164 packages from 79 companies qualified for this year's survey. On May 18, a registered letter on DATAMATION stationary was sent to the vendor of each package listed in the ICP rankings, requesting a list of the 125 most recent customers who had the designated package installed and running for at least six months as of the date of the letter; for packages with fewer than 125 qualified customers, the vendor was asked to supply the entire user file. Vendors were also asked to certify that the lists represented their 125 most recent customers and that they would make no effort to contact these customers with regard to the survey. Users were also asked whether they had been contacted by the vendor.

A minimum of two follow-up phone calls was made to each vendor in an effort to gain maximum cooperation; 56 companies (71% of those contacted) responded, providing lists for 105 systems packages (63% of those originally identified for inclusion in the sample). Four of the package lists contained fewer than 29 names (the minimum mailing sample), and a database maintained by Computer Intelligence Corp., La Jolla, Calif., was used to supplement three of these lists. The fourth was dropped, leaving a net of 104 packages from 56 companies. Because packages from hardware vendors aren't listed by ICP, user lists were also obtained from the CIC database for 31 additional packages marketed by 12 major hardware manufacturers. With the addition of these lists, the total survey universe grew to 135 packages from 68 vendors.

During the first week of July 1984, 12,653 questionnaires were mailed to the individual designated as the vendor's primary contact at each location. In a cover letter, recipients were asked to give the questionnaire to someone who used the package if they were not personally qualified to respond. To encourage a timely response, a $1 in currency incentive was included in the first mailing. A second mailing, without an incentive, was made in early August to all nonrespondents.

A total of 5,971 questionnaires was returned, for a net response of 48%; 118 questionnaires were undeliverable by the postal service.

To increase the response rate, telephone interviews were conducted among nonrespondents. The sample was selected so as to provide a minimum response rate of 4% and a minimum user base of 15 for each package. The questionnaire used in the telephone interview was identical to that used in the mail survey.

The telephone interviews brought the total number of responses to 6,137, for an overall response rate of 49%; included in the responses were 722 indicating that the package was not currently in use at the installation. ●

AV. TOLERANCES FOR 68% CONFIDENCE LEVEL

	OVERALL SATISFACTION			SPECIFIC ATTRIBUTE RATINGS			
SAMPLE SIZE	6.9 or Under	7.0	8.0 or Higher	6.9 or Under	8.0	7.9	8.0 or Higher
60 or more	.20	.20	.15	.30	.30	.25	.20
50 to 59	.25	.25	.20	.30	.30	.30	.25
40 to 49	.30	.30	.25	.35	.35	.30	.25
30 to 39	.35	.30	.25	.40	.40	.35	.30
20 to 29	.40	.30	.30	.45	.45	.45	.45
15 to 19	.50	.50	.40	.55	.55	.50	.45

As in all surveys, the numbers reported are estimates within a range of what would have been obtained if all sites in the universe had been surveyed. The margin of sampling variation, or "tolerance," applicable to the ratings in this survey are given in the above table.

The chances are approximately two out of three that a reported rating differs by no more than the indicated tolerance from the rating that would have been obtained if all eligible sites had been surveyed.

For example, suppose a sample of 30 sites gives a software package an overall satisfaction rating of 7.0. The table indicates a tolerance of 0.30, so the chances are two out of three that the interval 6.70 to 7.30 includes the rating that would have been obtained if all eligible sites had been surveyed.

Rating Values

10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

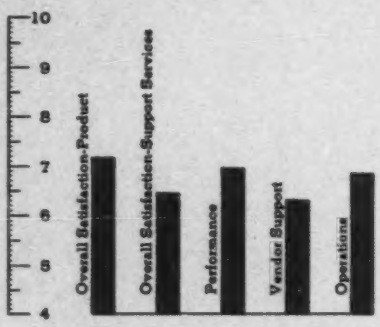
Legend

Specific Product Rating
Group Average Rating

■ OVERALL SUMMARY

Average—All Packages • 135 packages

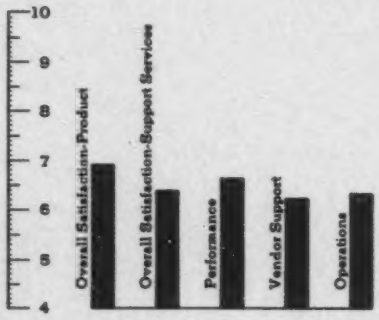
5418 responses • 26% judged package and 14% judged vendor outstanding • 704 actively seeking to replace package, with 108 citing unsatisfactory performance as reason.



□ COMMUNICATIONS

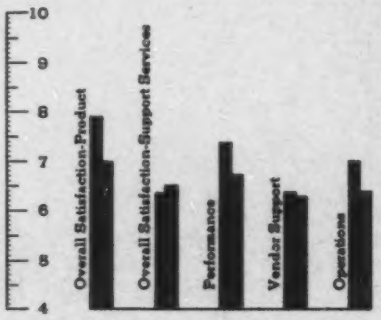
Group Average • 11 packages

387 responses • 20% judged package and 13% judged vendor outstanding • 74 actively seeking to replace package, with 12 citing unsatisfactory performance as reason.



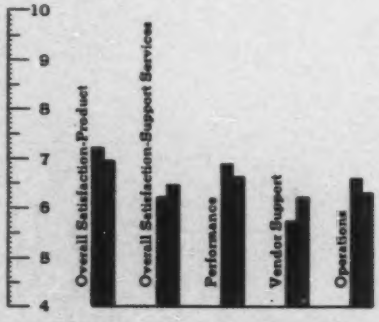
SHADOW II • Altergo Products, 400 West Cummings Park, Suite 6900, Woburn, MA 01801 • 617-983-8811

43 responses • 40% judged package and 9% judged vendor outstanding • 17 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



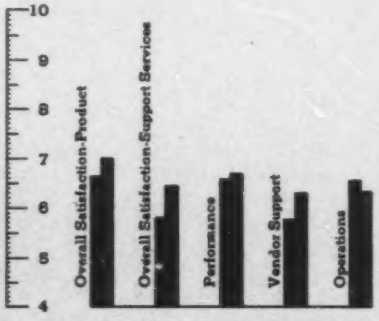
ADR/ROSCOE • Applied Data Research, Inc., Route 206 & Orchard Road, CN-8, Princeton, NJ 08540 • 201-874-9100

41 responses • 20% judged package and 12% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



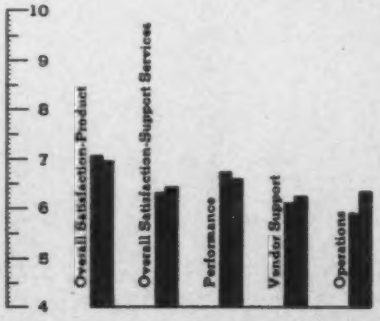
ENVIRON/1 • Cincom Systems, 2300 Montana Avenue, Cincinnati, OH 45211 • 513-662-2300

48 responses • 19% judged package and 6% judged vendor outstanding • 20 actively seeking to replace package, with 5 citing unsatisfactory performance as reason.



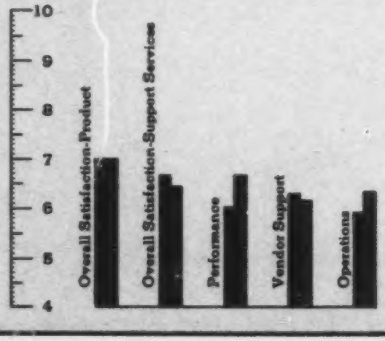
DECNET • Digital Equipment Corporation, 146 Main Street, Maynard, MA 01754 • 617-897-5111

31 responses • 32% judged package and 10% judged vendor outstanding • 1 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



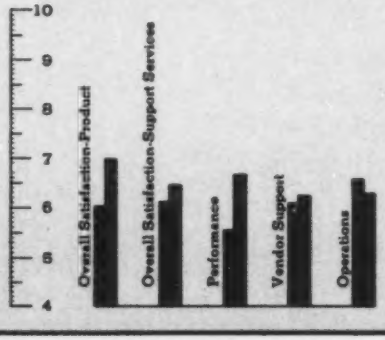
CICS • IBM Corporation, National Accounts Division, 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900

36 responses • 17% judged package and 22% judged vendor outstanding • 0 actively seeking to replace package.



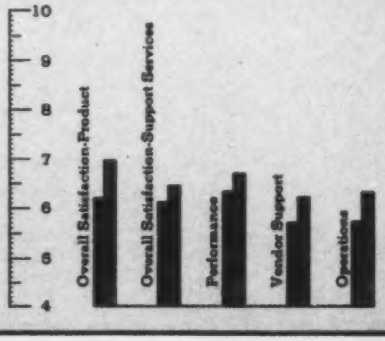
IMS/DC • IBM Corporation, National Accounts Division, 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900

16 responses • 6% judged package and 6% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



ICCF • IBM Corporation, National Accounts Division, 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900

35 responses • 3% judged package and 9% judged vendor outstanding • 10 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



Rating Values

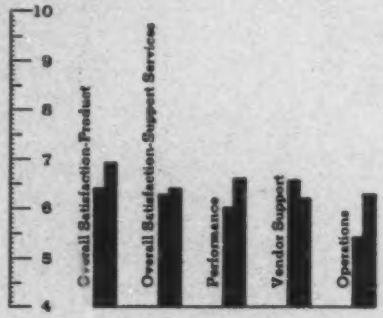
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

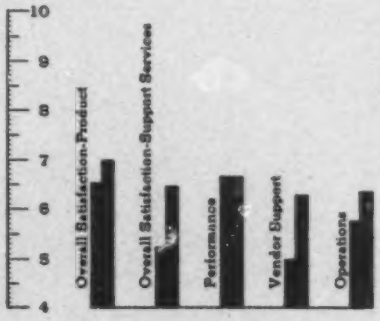
TSO • IBM Corporation, National Accounts Division, 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900

31 responses • 7% judged package and 10% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



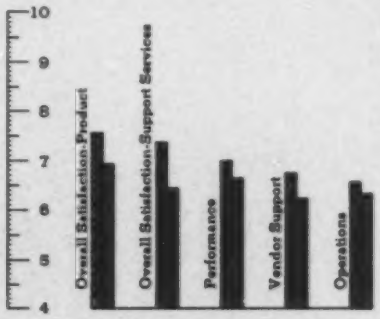
COM-PLETE • Software AG of North America, 11800 Sunrise Valley Drive, Reston, VA 22091 • 703-860-5050

56 responses • 11% judged package and 2% judged vendor outstanding • 11 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



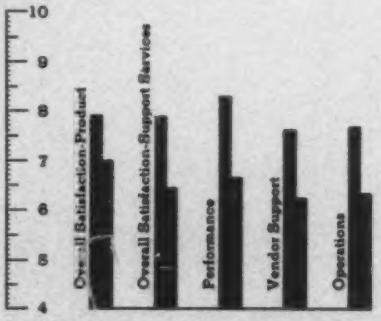
TONE 3/4 • Tone Corporation, 1735 South Brookhurst, Anaheim, CA 92804 • 714-991-9460

27 responses • 22% judged package and 26% judged vendor outstanding • 10 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



WESTI • Westinghouse Electric, 777 Penn Center, 7th Floor, Pittsburgh, PA 15235 • 412-636-3100

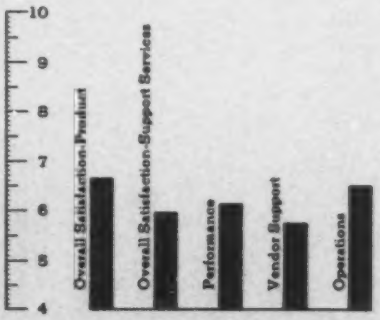
23 responses • 48% judged package and 35% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



☐ DATA CENTER MANAGEMENT

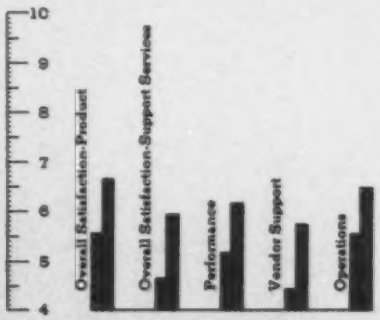
Group Average • 7 packages

332 responses • 13% judged package and 8% judged vendor outstanding • 23 actively seeking to replace package, with 7 citing unsatisfactory performance as reason.



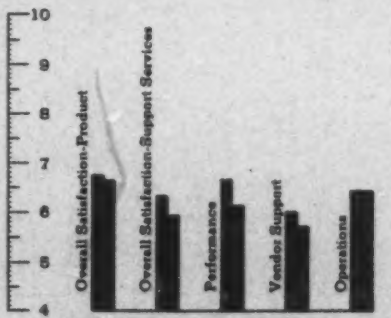
CA-SCHEDULER • Computer Associates Int'l., 70 Jericho Expressway, Jericho, NY 11753 • 516-333-6700

39 responses • 0% judged package and 5% judged vendor outstanding • 5 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



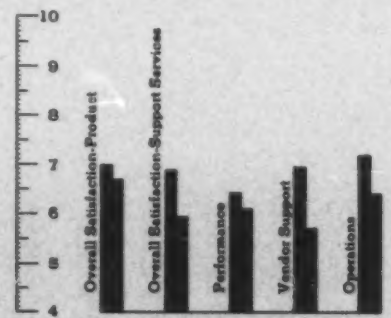
JARS • Johnson Systems (for information contact Computer Associates, Int'l.) 70 Jericho Expressway, Jericho, NY 11753 • 516-333-6700

39 responses • 5% judged package and 8% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



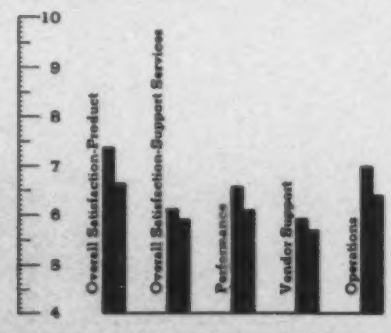
KOMAND • Pace Applied Technology, 7900 Sudley Road, Suite 602, Manassas, VA 22110 • 703-369-3200

52 responses • 19% judged package and 17% judged vendor outstanding • 5 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



UCC-7 • UCCEL Corporation, UCCEL Tower, Exchange Park, Dallas, TX 75235 • 214-353-7533

80 responses • 18% judged package and 6% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



Rating Values

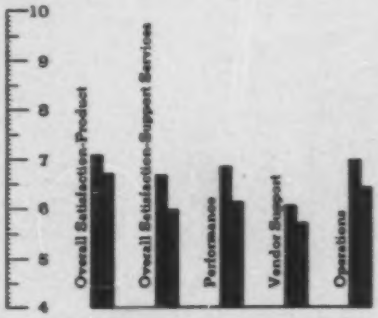
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

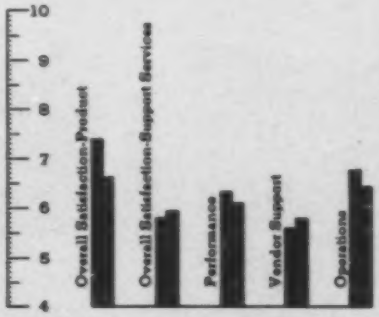
UCC-11 • UCCEL Corporation, UCCEL Tower, Exchange Park, Dallas, TX 75235 • 214-353-7533

44 responses • 21% judged package and 16% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



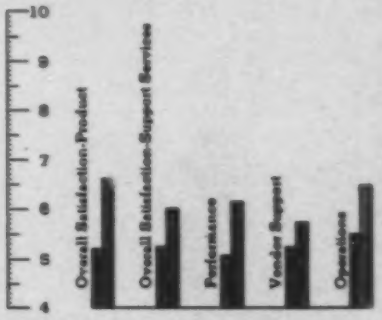
DATA CENTER MANAGER • Value Computing Inc., 498 North Kings Highway, Chery Hill, NJ 08034 • 609-482-2500

61 responses • 23% judged package and 7% judged vendor outstanding • 2 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



COMPUT-A-CHARGE • Value Computing Inc., 498 North Kings Highway, Cherry Hill, NJ 08034 • 609-482-2500

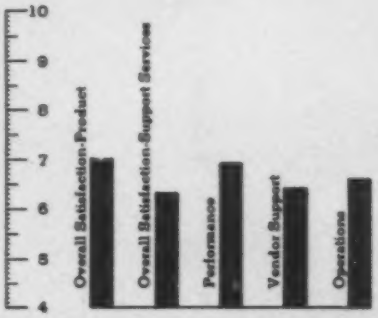
47 responses • 4% judged package and 0% judged vendor outstanding • 7 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



☐ DATA MANAGEMENT/DBMS AIDS

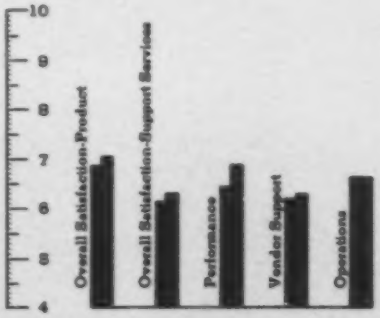
Group Average • 15 packages

884 responses • 24% judged package and 13% judged vendor outstanding • 72 actively seeking to replace package, with 11 citing unsatisfactory performance as reason.



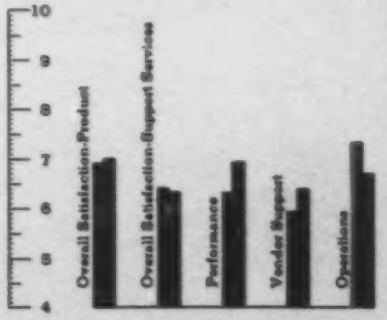
ASI-ST • Applications Software, Inc., 21515 Hawthorne Boulevard, Torrance, CA 90503 • 213-540-0111

17 responses • 12% judged package and 0% judged vendor outstanding • 5 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



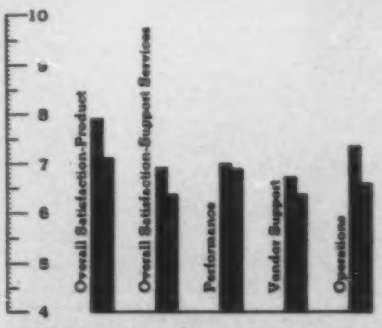
ADR/DATA DICTIONARY • Applied Data Research, Inc., Route 206 & Orchard Road, CN-8, Princeton, NJ 08540 • 201-874-9100

23 responses • 9% judged package and 13% judged vendor outstanding • 0 actively seeking to replace package.



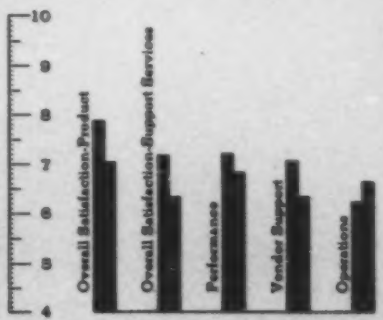
BASIS • Battelle Labs, 505 King Avenue, Columbus, OH 43201 • 614-424-5524

43 responses • 30% judged package and 19% judged vendor outstanding • 4 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



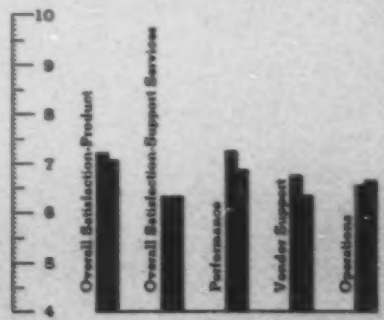
TOOL KIT • DBMS, Inc., 1801-A Mill Street, Naperville, IL 60540 • 312-961-5700

63 responses • 27% judged package and 16% judged vendor outstanding • 0 actively seeking to replace package.



DYL-280 • Dylakor, 17418 Chatsworth Street, P.O. Box 3010, Granada Hills, CA 91344 • 818-366-1781

27 responses • 30% judged package and 15% judged vendor outstanding • 6 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



Rating Values

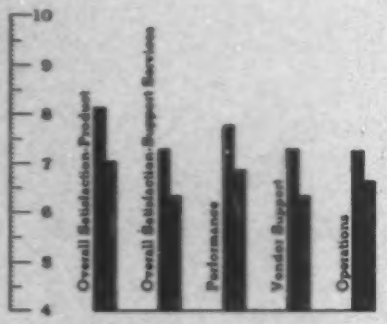
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

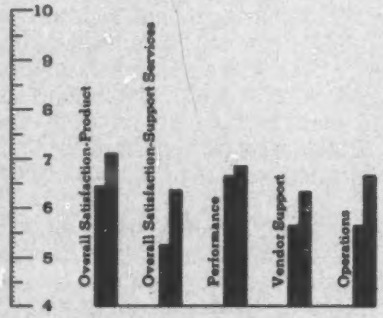
DYL-280 • Dylakor, 17418 Chatsworth Street, P.O. Box 3010, Granada Hills, CA 91344 • 818-366-1781

58 responses • 40% judged package and 15% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



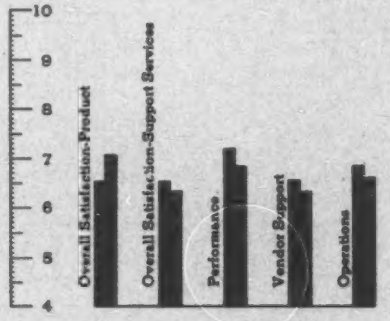
INFO • Henco Software, 100 Fifth Avenue, Waltham, MA 02154 • 617-890-8670

31 responses • 13% judged package and 0% judged vendor outstanding • 4 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



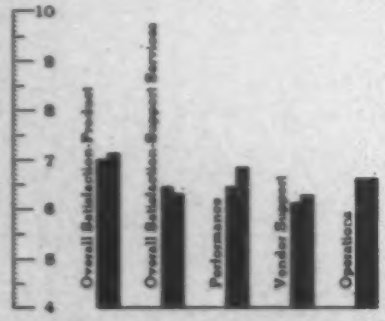
BLIS/COBOL • Information Processing Inc., 1850 Lee Road, Suite 320, Winter Park, FL 32789 • 305-647-2200

15 responses • 20% judged package and 13% judged vendor outstanding • 1 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



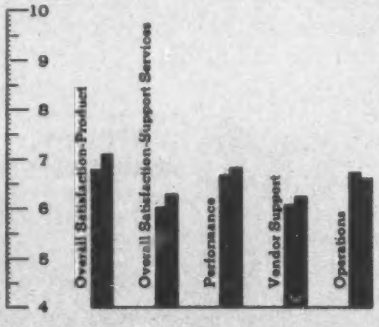
DATAMANAGER • Manager Software Products (MSP), 131 Hartwell Avenue, Lexington, MA 02173 • 617-861-6130

48 responses • 13% judged package and 11% judged vendor outstanding • 4 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



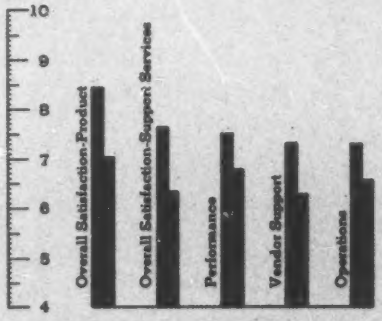
EXTRACTO • Oceanic Information Systems (Optipro), 2197 Leon-Harmel, Quebec City, POQ G1N 4N5 • 418-681-7741

32 responses • 25% judged package and 16% judged vendor outstanding • 6 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



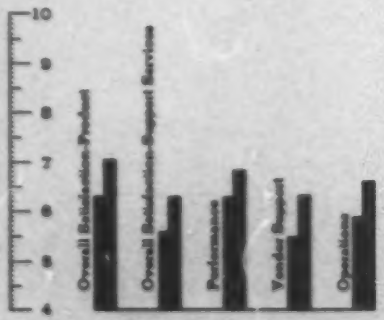
SAS • SAS Institute, SAS Circle, P.O. Box 8000, Cary, NC 27511-8000 • 919-467-8000

66 responses • 30% judged package and 26% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



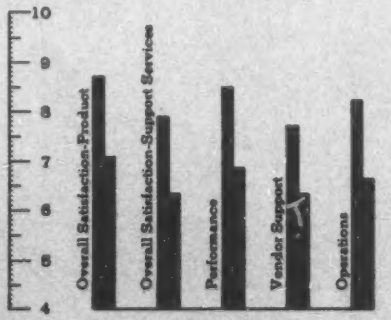
DMS • Sperry Corporation, P.O. Box 500, Blue Bell, PA 19424 • 215-542-4011

42 responses • 12% judged package and 7% judged vendor outstanding • 17 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



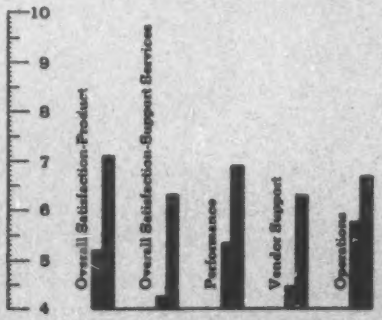
QUIKJOB III • System Support Software, 5230 Springboro Pike, Dayton, OH 45439 • 513-435-9514

19 responses • 68% judged package and 32% judged vendor outstanding • 0 actively seeking to replace package.



DATA CATALOG 2 • TSI Int'l., 187 Danbury Road, Wilton, CT 06987 • 203-853-2884

27 responses • 7% judged package and 0% judged vendor outstanding • 6 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



Rating Values

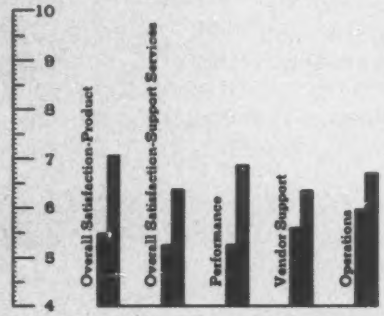
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

UCC-10 • UCCEL Corporation, UCCEL Tower, Exchange Park, Dallas, TX •75235 214-353-7533

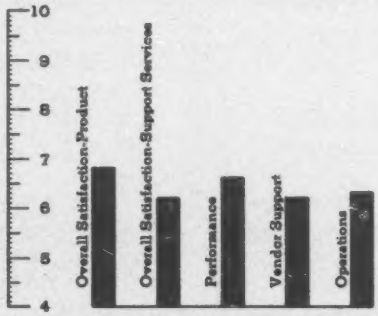
48 responses • 6% judged package and 6% judged vendor outstanding • 15 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



☐ DATABASE MANAGEMENT SYSTEMS

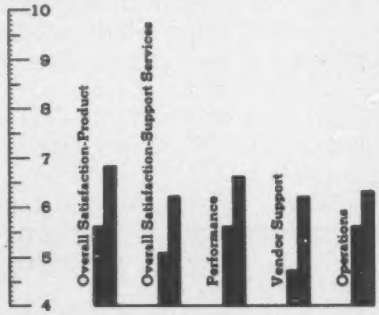
Group Average • 21 packages

792 responses • 19% judged package and 11% judged vendor outstanding • 150 actively seeking to replace package, with 32 citing unsatisfactory performance as reason.



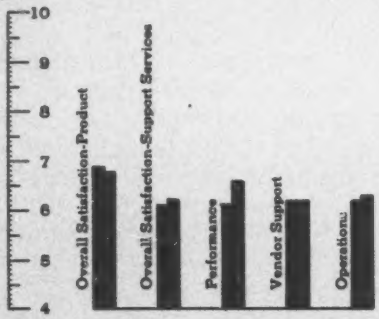
ADR/DATACOM/DB • Applied Data Research, Inc., Route 206 & Orchard Road, CN-8, Princeton, NJ 08540 • 201-874-9100

15 responses • 0% judged package and 0% judged vendor outstanding • 9 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



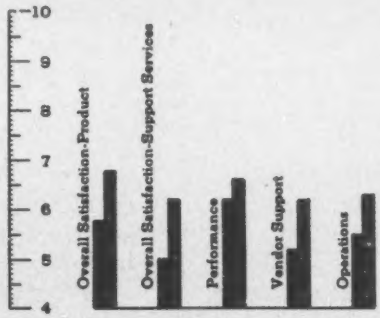
TIS • Cincom Systems, 2300 Montana Avenue, Cincinnati, OH 45211 • 513-662-2300

15 responses • 27% judged package and 13% judged vendor outstanding • 1 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



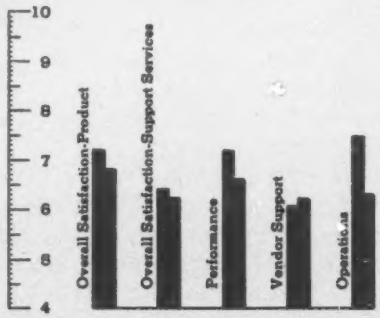
TOTAL • Cincom Systems, 2300 Montana Avenue, Cincinnati, OH 45211 • 513-662-2300

25 responses • 8% judged package and 8% judged vendor outstanding • 12 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



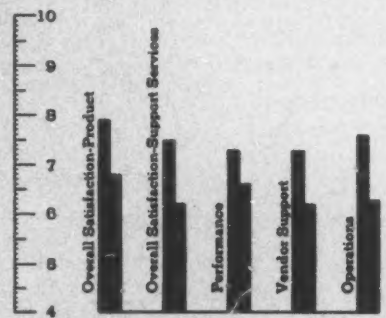
MODEL 204 • Computer Corporation of America, 4 Cambridge Center, Cambridge, MA 02142 • 617-492-8860

50 responses • 28% judged package and 12% judged vendor outstanding • 2 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



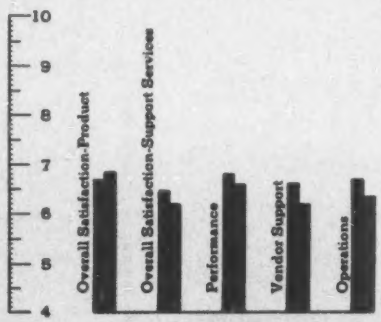
IDMS • Cullinet Software, 400 Blue Hill Drive, Westwood, MA 02090 • 617-329-7700

47 responses • 43% judged package and 26% judged vendor outstanding • 1 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



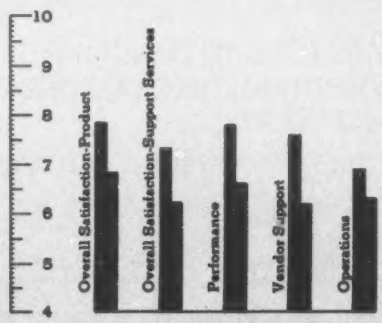
DEC DBMS • Digital Equipment Corporation, 146 Main Street, Maynard, MA 01754 • 617-897-5111

21 responses • 24% judged package and 5% judged vendor outstanding • 4 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



IMAGE/3000 • Hewlett-Packard, 3000 Hanover Street, Palo Alto, CA 94304 • 415-857-1501

46 responses • 24% judged package and 26% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



Rating Values

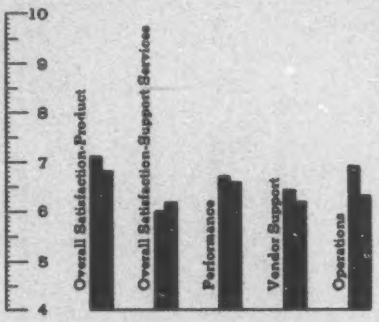
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

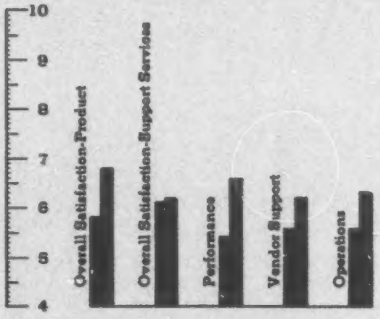
DM-IV • Honeywell Information Systems, 200 Smith Street, Waltham, MA 02154 • 617-870-5200

20 responses • 25% judged package and 5% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



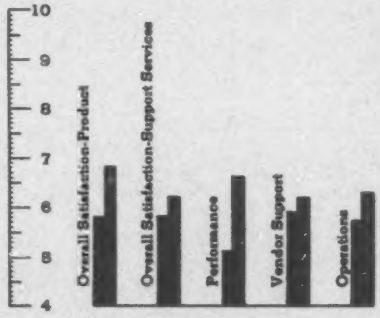
DL/1 • IBM Corporation, National Accounts Division, 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900

38 responses • 0% judged package and 9% judged vendor outstanding • 8 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



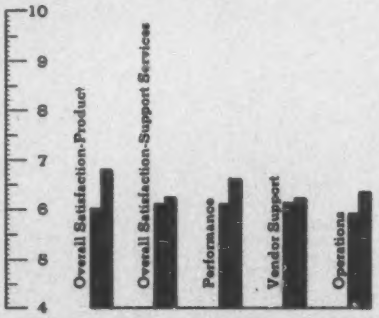
IMS/DB • IBM Corporation, National Accounts Division, 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900

25 responses • 0% judged package and 4% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



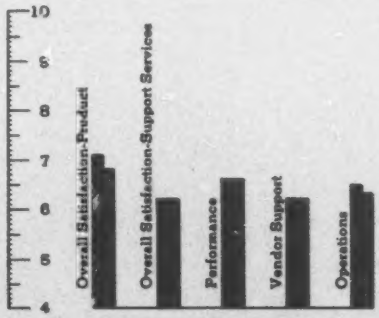
SQL/DS • IBM Corporation, National Accounts Division, 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900

36 responses • 11% judged package and 14% judged vendor outstanding • 9 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



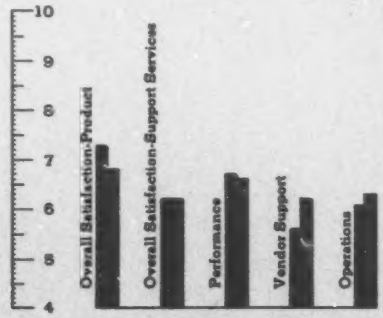
INQUIRE • Infodata Systems, 5205 Leesburg Pike, Falls Church, VA 22041 • 703-578-3430

47 responses • 23% judged package and 6% judged vendor outstanding • 6 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



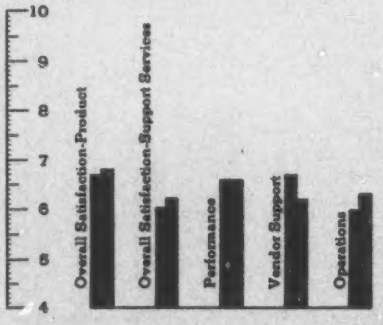
FOCUS • Information Builders, Inc., 1250 Broadway, New York, NY 10001 • 212-736-4433

80 responses • 20% judged package and 4% judged vendor outstanding • 6 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



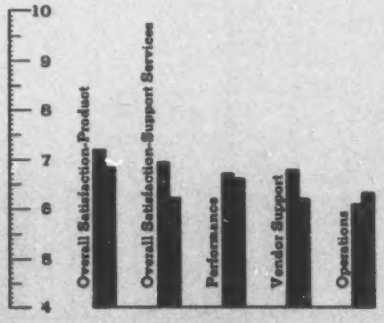
SYSTEM 2000 • Intel Systems Corporation, 12675 Research Boulevard, P.O. Box 9968, Austin, TX 78766 • 512-258-5171

38 responses • 0% judged package and 9% judged vendor outstanding • 6 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



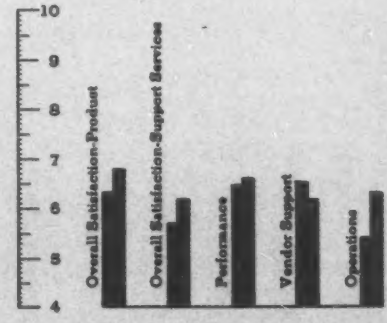
RAMIS II • Mathematica Products Group, P.O. Box 2392, Princeton, NJ 08540 • 609-799-2600

58 responses • 19% judged package and 19% judged vendor outstanding • 3 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



DPL • National Information Systems, 20370 Town Center Lane, Suite 130, Cupertino, CA 95014 • 408-257-7700

29 responses • 7% judged package and 3% judged vendor outstanding • 19 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



Rating Values

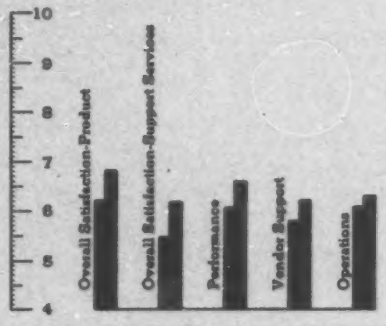
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

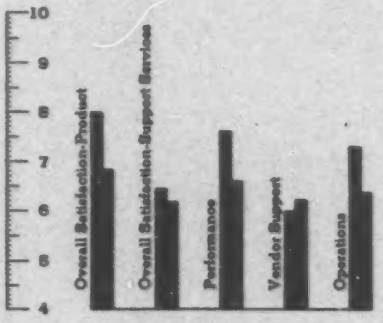
ORACLE • Oracle Corporation, 2710 Sand Hill Road, Menlo Park, CA 94025 • 415-854-7350

80 responses • 12% judged package and 8% judged vendor outstanding • 8 actively seeking to replace package, with 4 citing unsatisfactory performance as reason.



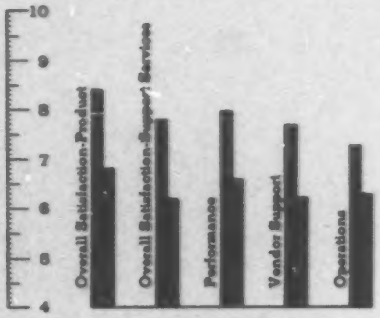
ADABAS • Software AG of North America, 11800 Sunrise Valley Drive, Reston, VA 22091 • 703-860-5050

68 responses • 40% judged package and 8% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



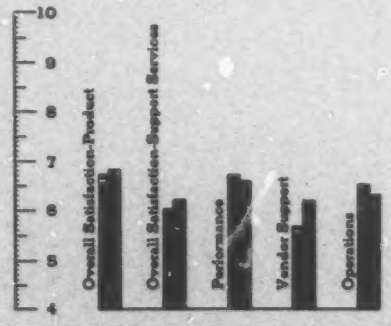
SYSTEM 1022 • Software House, 1105 Massachusetts Avenue, Cambridge, MA 02138 • 617-661-9440

83 responses • 55% judged package and 30% judged vendor outstanding • 12 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



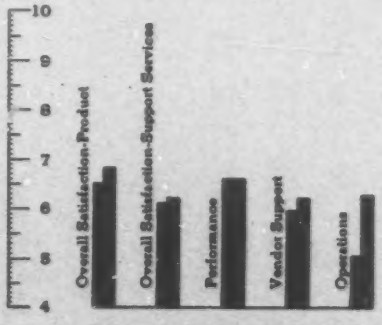
DMS - 1100 • Sperry Corporation, P.O. Box 500, Blue Bell, PA 19424 • 215-542-4011

38 responses • 13% judged package and 8% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



DATA BASE-PLUS • Tominy, Inc., 4221 Malsbary Road, Building One, Cincinnati, OH 45439 • 513-984-6605

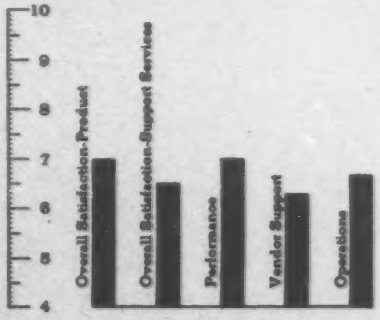
32 responses • 13% judged package and 13% judged vendor outstanding • 6 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



☐ **MONITORING/PERFORMANCE AIDS**

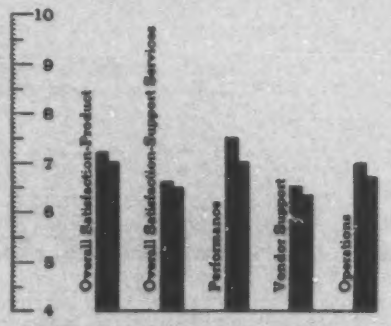
Group Average • 13 packages

804 responses • 24% judged package and 17% judged vendor outstanding • 55 actively seeking to replace package, with 10 citing unsatisfactory performance as reason.



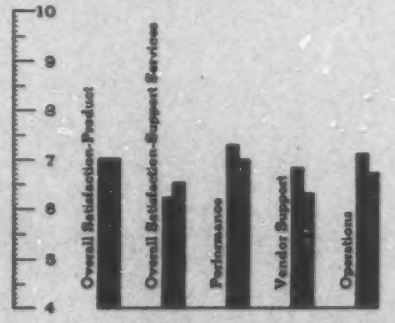
ADR/LOOK • Applied Data Research, Inc., Route 206 & Orchard Road, CN-8, Princeton, NJ 08540 • 201-874-9100

33 responses • 18% judged package and 6% judged vendor outstanding • 4 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



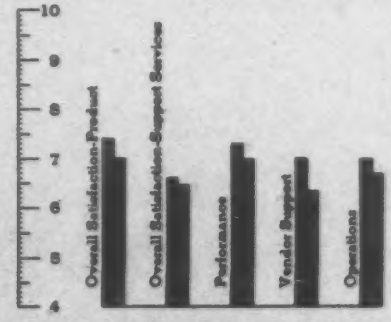
BEST/1 • BGS Systems, Inc., One University Office Park, 29 Sawyer Road, Waltham, MA 02254 • 617-890-0000

47 responses • 23% judged package and 12% judged vendor outstanding • 3 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



CAPTURE/MVS • BGS Systems, Inc., One University Office Park, 29 Sawyer Road, Waltham, MA 02254 • 617-890-0000

48 responses • 26% judged package and 15% judged vendor outstanding • 5 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



Rating Values

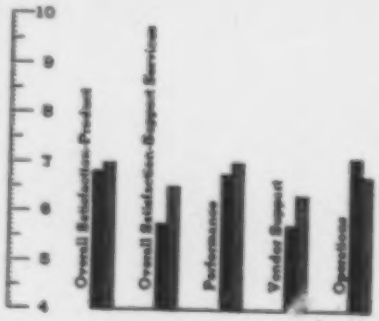
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

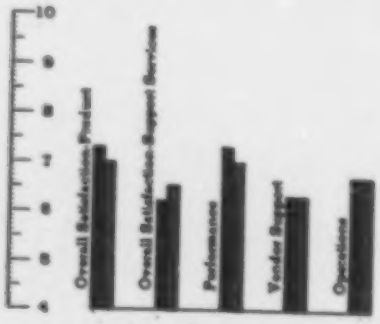
CMF/MONITOR • Boole & Babbage, Inc., 510 Oakmead Parkway, Sunnyvale, CA 94086 • 408-735-9550

87 responses • 12% judged package and 5% judged vendor outstanding • 8 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



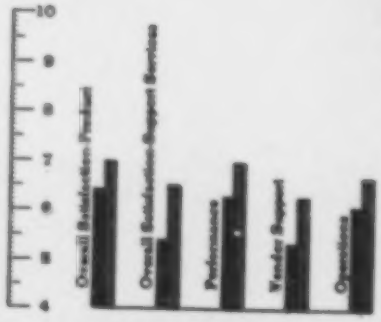
RESOLVE • Boole & Babbage, Inc., 510 Oakmead Parkway, Sunnyvale, CA 94086 • 408-735-9550

84 responses • 28% judged package and 0% judged vendor outstanding • 9 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



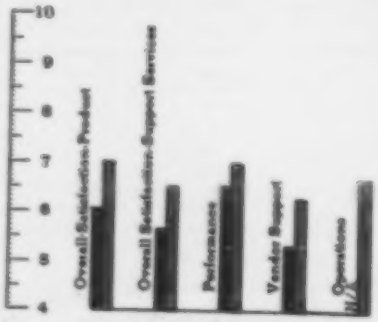
IMF • Boole & Babbage, Inc., 510 Oakmead Parkway, Sunnyvale, CA 94086 • 408-735-9550

40 responses • 10% judged package and 0% judged vendor outstanding • 7 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



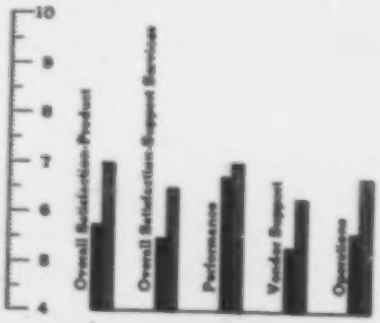
TSA • Boole & Babbage, Inc., 510 Oakmead Parkway, Sunnyvale, CA 94086 • 408-735-9550

31 responses • 10% judged package and 0% judged vendor outstanding • 4 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



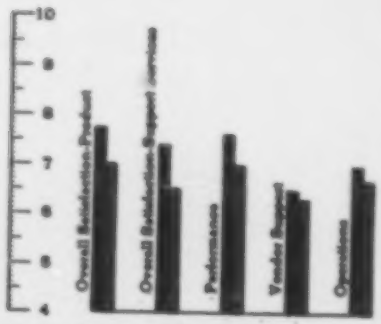
PPE • Boole & Babbage, Inc., 510 Oakmead Parkway, Sunnyvale, CA 94086 • 408-735-9550

18 responses • 7% judged package and 7% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



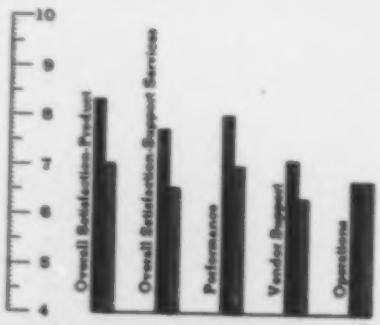
DEXAN • Candle Corporation, 10880 Wilshire Boulevard, Los Angeles, CA 90024 • 213-207-1400

18 responses • 67% judged package and 33% judged vendor outstanding • 0 actively seeking to replace package.



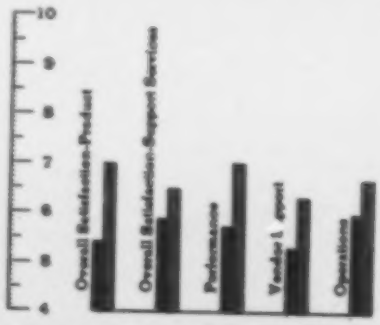
OMEGAMON • Candle Corporation, 10880 Wilshire Boulevard, Los Angeles, CA 90024 • 213-207-1400

33 responses • 55% judged package and 36% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



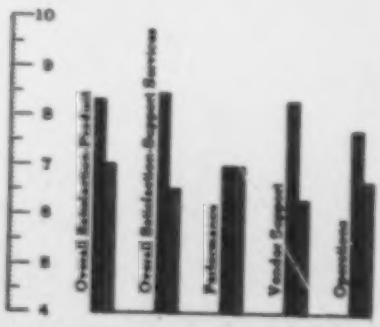
QCM • Duquesne Systems, Inc., Two Allegheny Center, Pittsburgh, PA 15212 • 412-323-2600

17 responses • 6% judged package and 0% judged vendor outstanding • 8 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



MICS • Morino Associates, 8615 Westwood Center Drive, Vienna, VA 22180 • 703-734-9494

61 responses • 44% judged package and 51% judged vendor outstanding • 0 actively seeking to replace package.



Rating Values

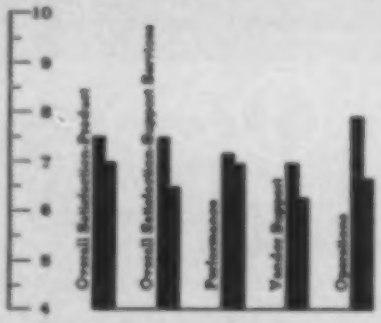
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

TSO/MON • Morino Associates, 8615 Westwood Center Drive, Vienna, VA 22180 • 703-734-9494

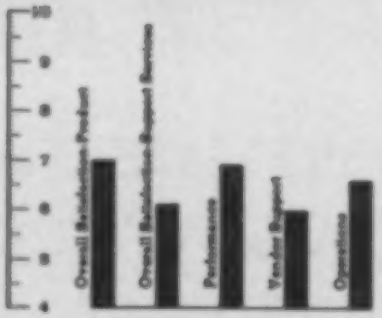
98 responses • 29% judged package and 36% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



☐ PROGRAM DEVELOPMENT AIDS

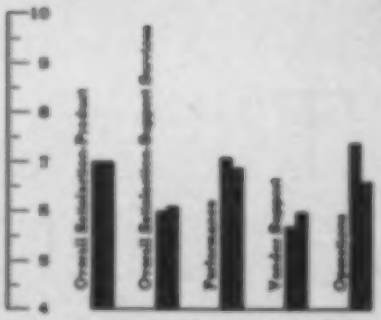
Group Average • 17 packages

620 responses • 23% judged package and 12% judged vendor outstanding • 100 actively seeking to replace package, with 19 citing unsatisfactory performance as reason.



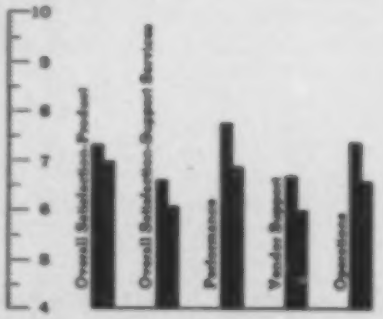
CPG • Altergo Products, 400 West Cummings Park, Suite 6900, Woburn, MA 01801 • 617-983-8811

28 responses • 24% judged package and 3% judged vendor outstanding • 0 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



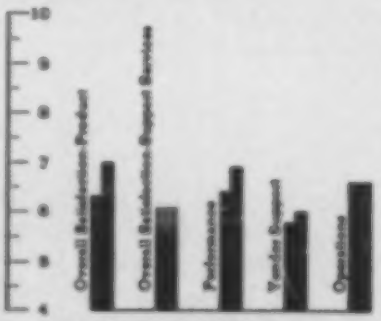
QUOTA II • Altergo Products, 400 West Cummings Park, Suite 6900, Woburn, MA 01801 • 617-983-8811

22 responses • 23% judged package and 14% judged vendor outstanding • 0 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



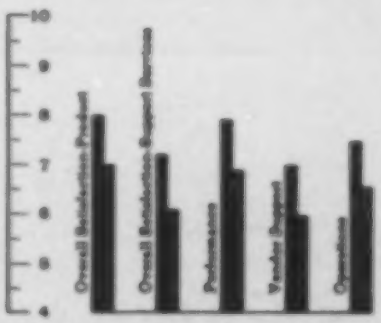
METACOBOL • Applied Data Research, Inc., Route 206 & Orchard Road, CN-8, Princeton, NJ 08540 • 201-874-9100

33 responses • 15% judged package and 9% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



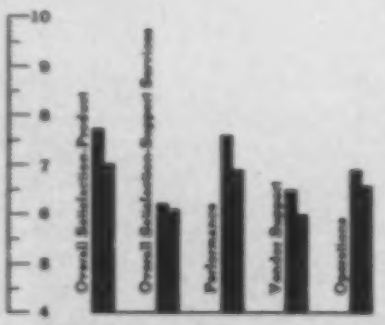
ADR/VOLLIE • Applied Data Research, Inc., Route 206 & Orchard Road, CN-8, Princeton, NJ 08540 • 201-874-9100

87 responses • 30% judged package and 19% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



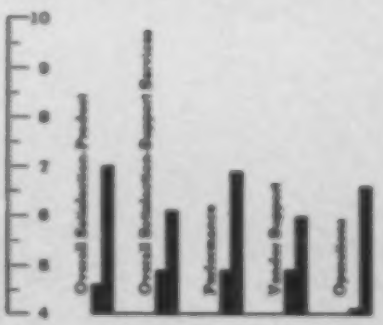
MANTIS • Cincom Systems, 2300 Montana Avenue, Cincinnati, OH 45211 • 513-662-2300

30 responses • 30% judged package and 7% judged vendor outstanding • 4 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



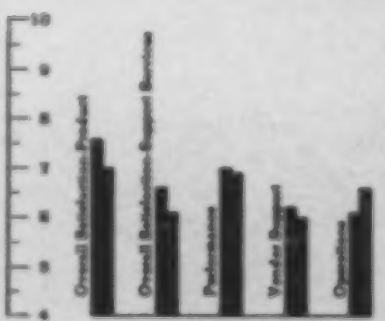
DMS • IBM Corporation, National Accounts Division, 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900

24 responses • 0% judged package and 4% judged vendor outstanding • 11 actively seeking to replace package, with 7 citing unsatisfactory performance as reason.



IBPF • IBM Corporation, National Accounts Division, 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900

39 responses • 21% judged package and 17% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



Rating Values

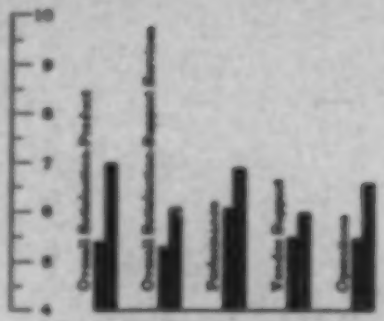
10-8: Superior
8-6: Very Good
6-3: Acceptable
3-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

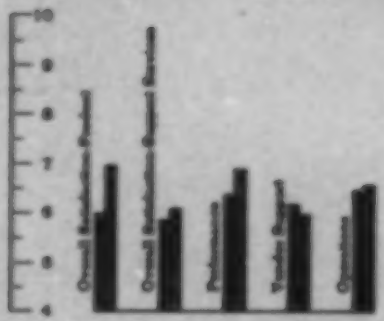
MARK IV • Informatics General Corporation, 21031 Ventura Boulevard, Woodland Hills, CA 91364 • 213-887-9040

87 responses • 7% judged package and 7% judged vendor outstanding • 11 actively seeking to replace package, with 4 citing unsatisfactory performance as reason.



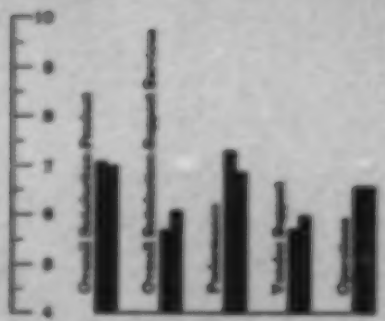
DATAMACS • Management & Computer Services, Great Valley Corporate Center, Valley Forge, PA 19482 • 215-648-0730

81 responses • 5% judged package and 5% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



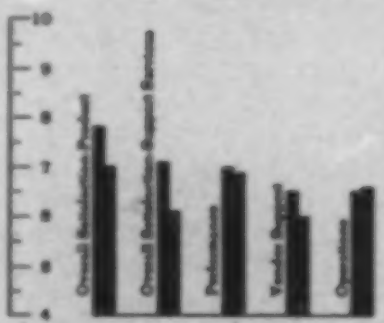
WYLBUR • On-Line Business Systems, 115 Sansome Street, San Francisco, CA 94104 • 415-391-9555

96 responses • 21% judged package and 9% judged vendor outstanding • 9 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



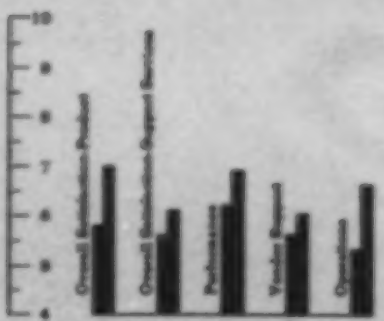
INTERTEST • On-Line Software Int'l, Fort Lee Executive Park, Two Executive Drive, Fort Lee, NJ 07024 • 201-592-0009

41 responses • 39% judged package and 29% judged vendor outstanding • 1 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



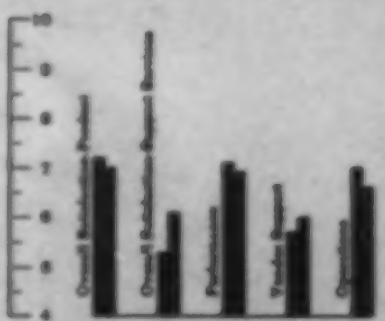
UFO • Oxford Software, 174 Boulevard, Hasbrouck Heights, NJ 07604 • 201-288-1515

58 responses • 0% judged package and 3% judged vendor outstanding • 0 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



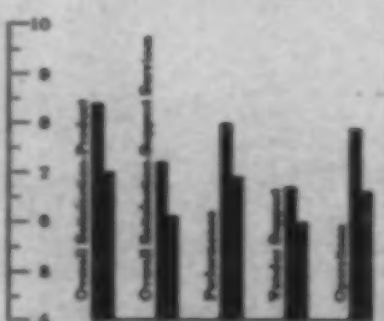
O-W-L • Perceptive Systems, 709 Enterprise Drive, Oakbrook, IL 60521 • 312-986-2263

40 responses • 28% judged package and 12% judged vendor outstanding • 0 actively seeking to replace package, with 4 citing unsatisfactory performance as reason.



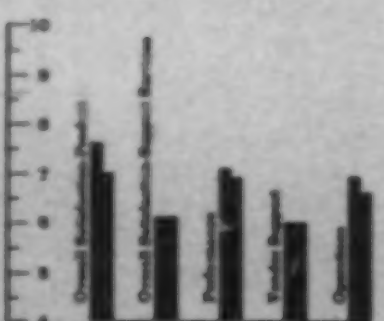
CONDOR • Phoenix Computer Corporation, 11944 Jefferson Boulevard, Culver City, CA 90230 • 213-827-4500

63 responses • 80% judged package and 32% judged vendor outstanding • 4 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



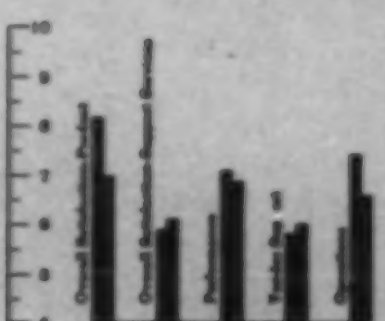
NATURAL • Software AG of North America, 11800 Sunrise Valley Drive, Reston, VA 22091 • 703-860-5050

90 responses • 28% judged package and 9% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



MAPPER • Sperry Corporation, P.O. Box 500, Blue Bell, PA 19424 • 215-542-4011

80 responses • 63% judged package and 11% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



Rating Values

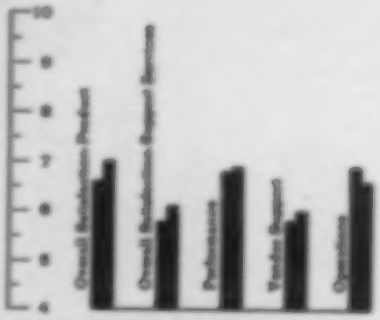
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

SPEED I • TOM Software, P.O. Box 66596, Seattle, WA 98166 • 206-246-7022

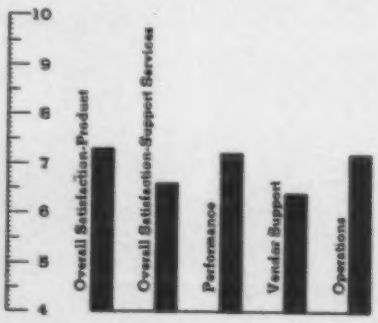
37 responses • 19% judged package and 14% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



☐ MEDIA CONTROL/RESOURCE MANAGEMENT

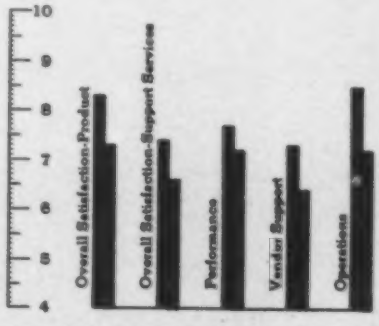
Group Average • 16 packages

738 responses • 26% judged package and 14% judged vendor outstanding • 74 actively seeking to replace package, with 7 citing unsatisfactory performance as reason.



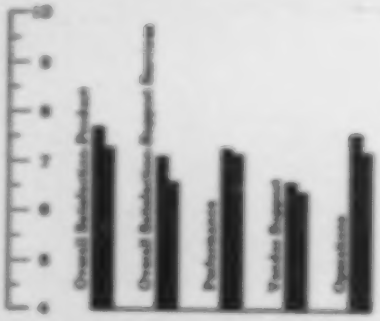
ACF 2 • Cambridge Systems Group, 1333 Lawrence Expressway, Suite 440, Santa Clara, CA 95051 • 415-941-4558

62 responses • 47% judged package and 31% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



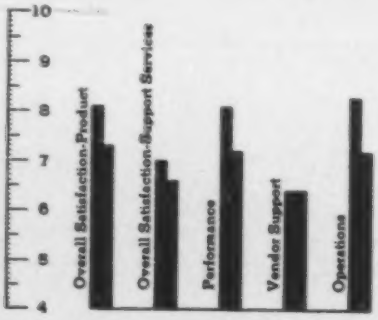
ASM 2 • Cambridge Systems Group, 1333 Lawrence Expressway, Suite 440, Santa Clara, CA 95051 • 415-941-4558

70 responses • 20% judged package and 10% judged vendor outstanding • 9 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



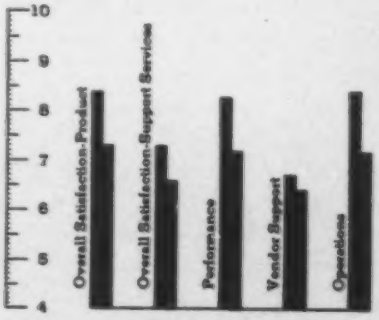
MSM • CGA Computer Inc., 960 Holmdel Road, Holmdel, NJ 07733 • 201-946-8900

46 responses • 39% judged package and 15% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



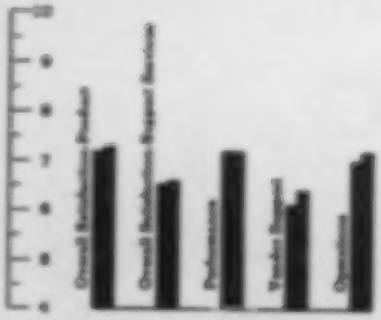
SUPER MSI • CGA Computer Inc., 960 Holmdel Road, Holmdel, NJ 07733 • 201-946-8900

80 responses • 52% judged package and 22% judged vendor outstanding • 4 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



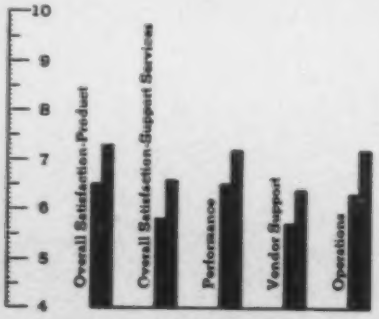
CA-DYNAM/D • Computer Associates Int'l., 70 Jericho Expressway, Jericho, NY 11753 • 516-333-6700

88 responses • 15% judged package and 6% judged vendor outstanding • 6 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



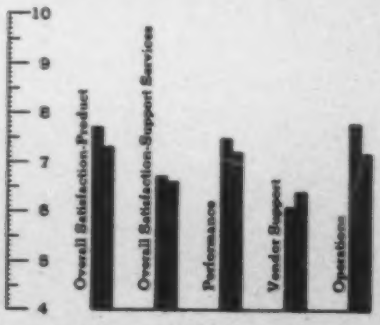
CA-TLMS • Computer Associates Int'l., 70 Jericho Expressway, Jericho, NY 11753 • 516-333-6700

38 responses • 14% judged package and 6% judged vendor outstanding • 4 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



CA-DYNAM/FI • Computer Associates Int'l., 70 Jericho Expressway, Jericho, NY 11753 • 516-333-6700

30 responses • 33% judged package and 20% judged vendor outstanding • 4 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



Rating Values

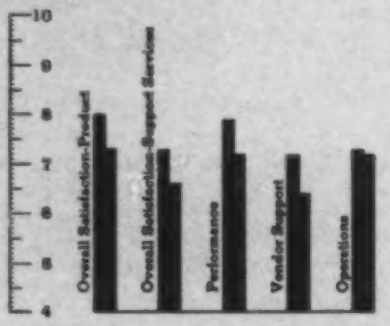
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

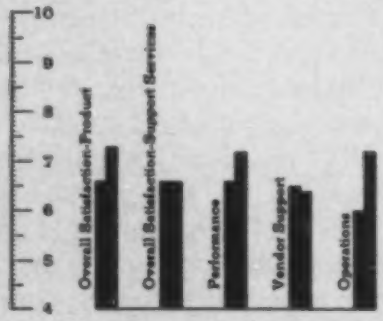
SYSTEM/MANAGER • Corodale Systems, 211 Congress Street, Boston, MA 02110 • 617-426-8780

84 responses • 44% judged package and 27% judged vendor outstanding • 5 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



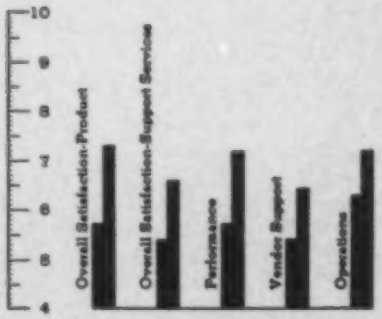
PANAUDIT • Panaphic Systems, 709 Enterprise Drive, Oakbrook, IL 60521 • 312-986-2263

30 responses • 13% judged package and 13% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



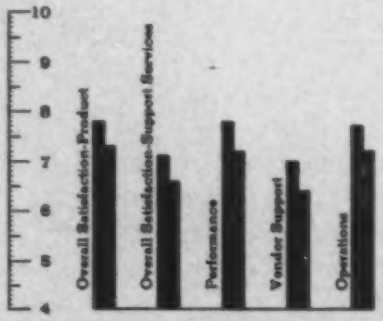
PANEXEC •Pansophic Systems, 709 Enterprise Drive, Oakbrook, IL 60521 • 312-986-2263

33 responses • 3% judged package and 6% judged vendor outstanding • 5 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



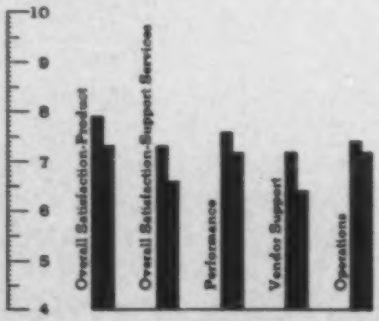
EPAT • SDI, Inc., 1700 South El Camino Real, P.O. Box 5801, San Mateo, CA 94402 • 405-572-1200

80 responses • 42% judged package and 22% judged vendor outstanding • 12 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



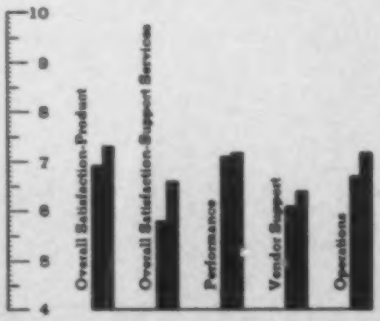
DMS/OS • Sterling Software Marketing, Crocker Bank Building, Suite 500, 1007 Seventh Street, Sacramento, CA 95814 • 916-441-7234

63 responses • 32% judged package and 16% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



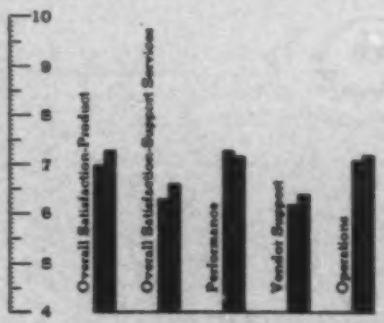
DFAST • Tower Systems Int'l., 19782 MacArthur Boulevard, Suite 365, Irvine, CA 92715 • 714-752-8263

38 responses • 20% judged package and 17% judged vendor outstanding • 7 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



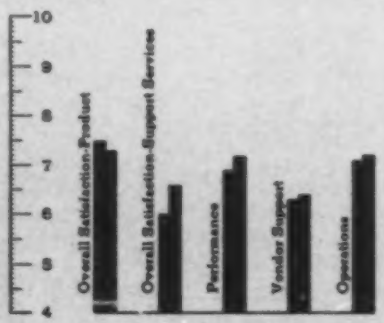
TFAST • Tower Systems Int'l., 19782 MacArthur Boulevard, Suite 365, Irvine, CA 92715 • 714-752-8263

33 responses • 9% judged package and 6% judged vendor outstanding • 4 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



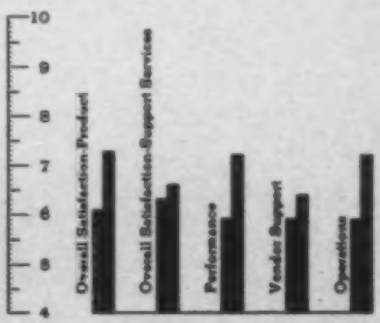
UCC-1 • UCCEL Corporation, UCCEL Tower, Exchange Park, Dallas, TX 75235 • 214-353-7533

38 responses • 21% judged package and 0% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



UCC-3 •UCCEL Corporation, UCCEL Tower, Exchange Park, Dallas, TX 75235 • 214-353-7533

38 responses • 5% judged package and 5% judged vendor outstanding • 5 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



Rating Values

10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

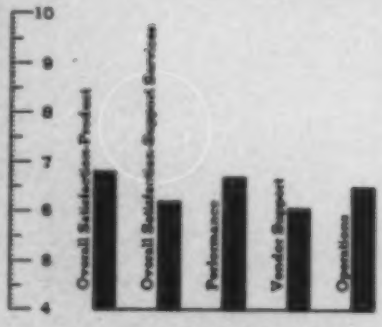
Legend

Specific Product Rating
Group Average Rating

☐ QUERY/REPORT WRITERS

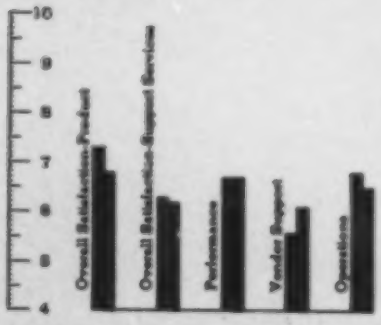
Group Average • 11 packages

389 responses • 21% judged package and 9% judged vendor outstanding • 41 actively seeking to replace package, with 7 citing unsatisfactory performance as reason.



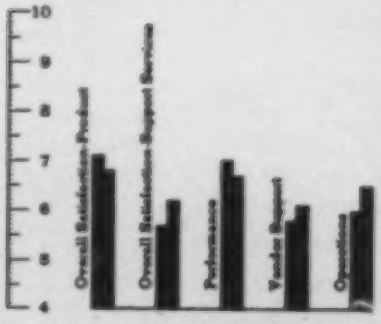
ADR/DATAQUERY • Applied Data Research, Inc., Route 206 & Orchard Road, CN-8, Princeton, NJ 08540 • 201-874-9100

17 responses • 35% judged package and 12% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



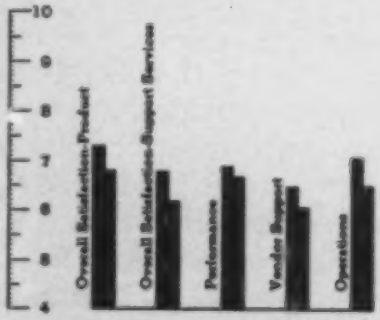
CA-EARL • Computer Associates Int'l, 70 Jericho Expressway, Jericho, NY 11753 • 516-333-6700

17 responses • 12% judged package and 6% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



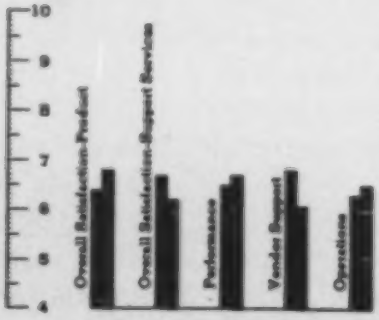
EDP-AUDITOR • Cullinet Software, 400 Blue Hill Drive, Westwood, MA 02090 • 617-329-7700

18 responses • 25% judged package and 6% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



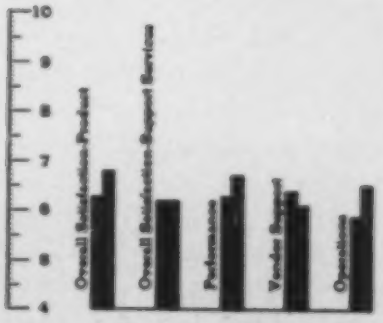
CULPRIT • Cullinet Software, 400 Blue Hill Drive, Westwood, MA 02090 • 617-329-7700

47 responses • 9% judged package and 15% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



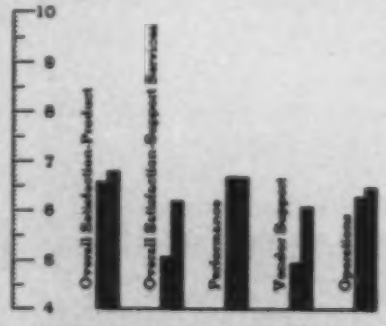
DATATRIEVE • Digital Equipment Corporation, 146 Main Street, Maynard, MA 01754 • 617-897-5111

40 responses • 10% judged package and 5% judged vendor outstanding • 2 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



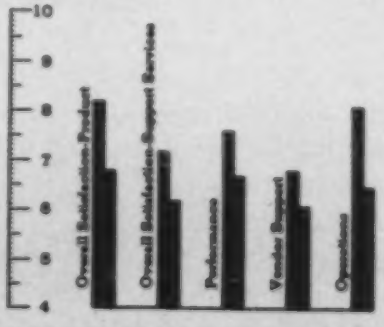
KEYFAST • H&M Systems Software, 351 Evelyn Street, Paramus, NJ 07652 • 201-599-9111

48 responses • 20% judged package and 9% judged vendor outstanding • 4 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



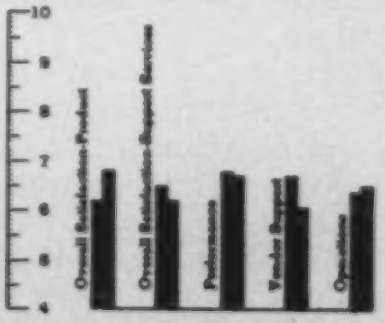
OMNI • Haverly Systems, 78 Broadway, P.O. Box 919, Denville, NJ 07834 • 201-627-1424

33 responses • 52% judged package and 15% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



QUERY/3000 • Hewlett-Packard, 3000 Hanover Street, Palo Alto, CA 94304 • 415-857-1501

43 responses • 9% judged package and 9% judged vendor outstanding • 11 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



Rating Values

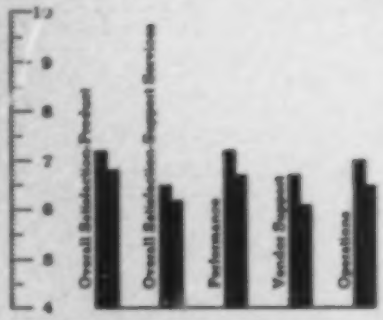
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

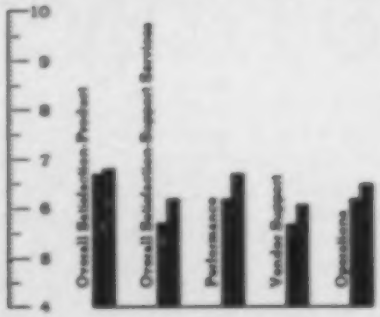
EASYTRIEVE • Pansophic Systems, 709 Enterprise Drive, Oakbrook, IL 60521 • 312-986-2263

40 responses • 25% judged package and 18% judged vendor outstanding • 1 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



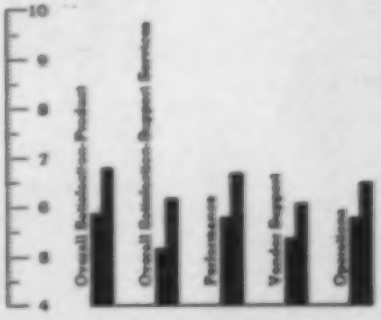
AUDIT ANALYZER • TSI Int'l., 187 Danbury Road, Wilton, CT 06987 • 203-853-2884

23 responses • 26% judged package and 4% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



DATA ANALYZER • TSI Int'l., 187 Danbury Road, Wilton, CT 06987 • 203-853-2884

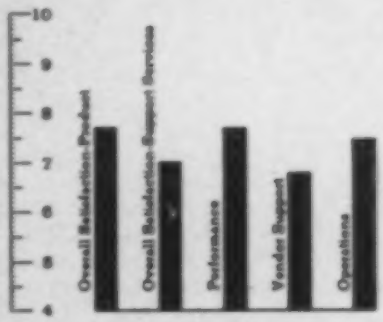
48 responses • 6% judged package and 2% judged vendor outstanding • 13 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



☐ UTILITIES/OPERATING SYSTEMS/ENHANCEMENTS

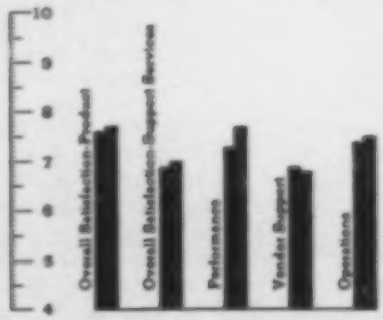
Group Average • 24 packages

1111 responses • 38% judged package and 22% judged vendor outstanding • 122 actively seeking to replace package, with 22 citing unsatisfactory performance as reason.



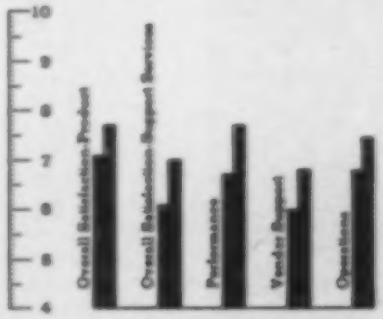
ADR/LIBRARIAN • Applied Data Research, Inc., Route 206 & Orchard Road, CN-8, Princeton, NJ 08540 • 201-874-9100

45 responses • 40% judged package and 20% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



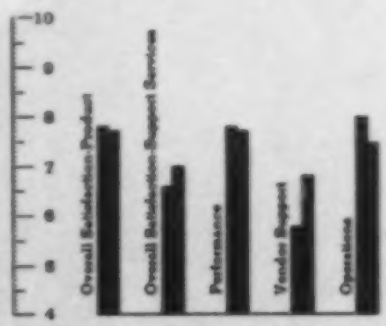
BOSS/3 • Century Analysis Inc., 80 Berry Drive, Pacheco, CA 94553 • 415-680-7800

84 responses • 15% judged package and 9% judged vendor outstanding • 10 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



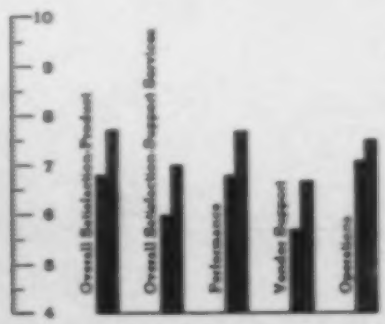
TOP SECRET • CGA Computer Inc., 960 Holmdel Road, Holmdel, NJ 07733 • 201-946-8900

58 responses • 41% judged package and 14% judged vendor outstanding • 1 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



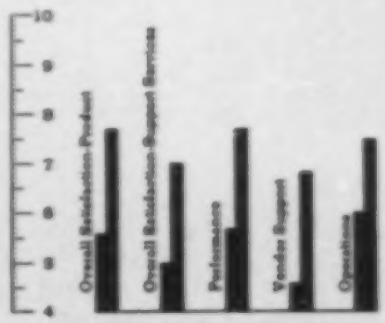
CA-DRIVER • Computer Associates Int'l., 70 Jericho Expressway, Jericho, NY 11753 • 516-333-6700

30 responses • 30% judged package and 13% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



CA-JASPER • Computer Associates Int'l., 70 Jericho Expressway, Jericho, NY 11753 • 516-333-6700

37 responses • 3% judged package and 5% judged vendor outstanding • 10 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



Rating Values

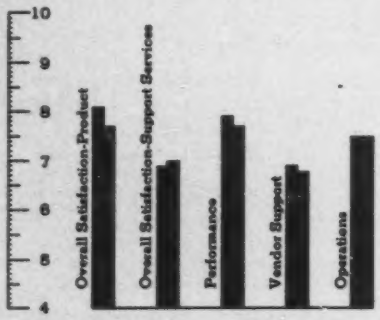
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

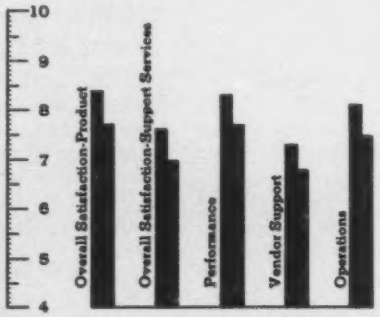
CA-RAPS • Computer Associates Int'l., 70 Jericho Expressway, Jericho, NY 11753 • 516-333-6700

44 responses • 34% judged package and 16% judged vendor outstanding • 3 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



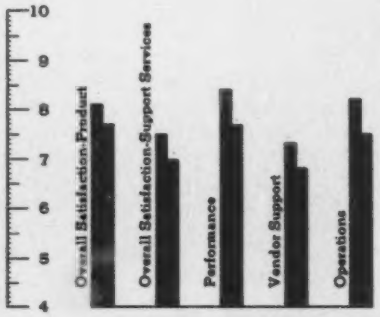
CA-SORT • Computer Associates Int'l., 70 Jericho Expressway, Jericho, NY 11753 • 516-333-6700

48 responses • 54% judged package and 27% judged vendor outstanding • 2 actively seeking to replace package, with 1 citing unsatisfactory performance as reason.



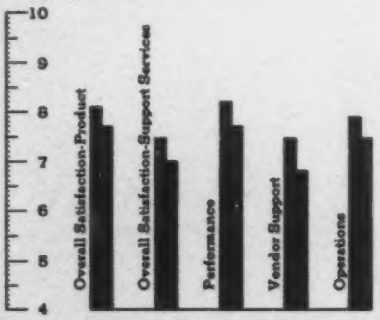
ABEND-AID • Compuware Corporation, 32100 Telegraph Road, Birmingham, MI 48010 • 313-540-0900

51 responses • 39% judged package and 26% judged vendor outstanding • 0 actively seeking to replace package.



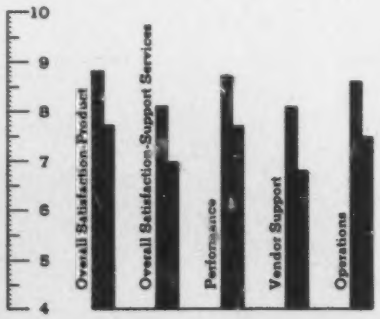
FAQS/XP • Goal Systems Int'l., 5455 North High Street, Columbus, OH 43214 • 614-888-1775

20 responses • 40% judged package and 30% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



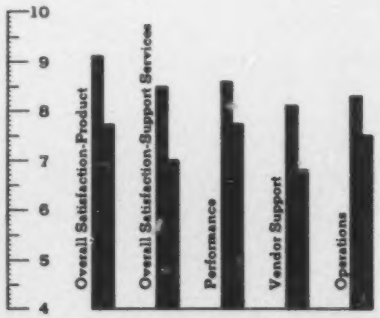
FAVER/XP • Goal Systems Int'l., 5455 North High Street, Columbus, OH 43214 • 614-888-1775

44 responses • 59% judged package and 39% judged vendor outstanding • 0 actively seeking to replace package.



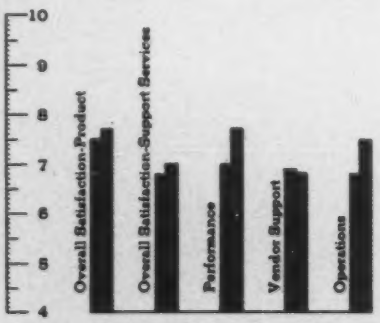
FLEE/XP • Goal Systems Int'l., 5455 North High Street, Columbus, OH 43214 • 614-888-1775

44 responses • 75% judged package and 52% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



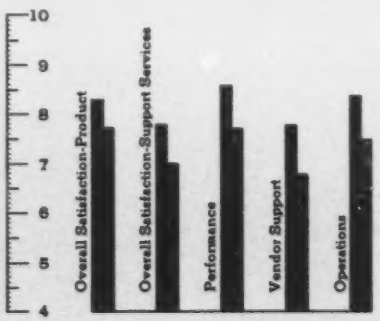
IMSL LIBRARY • IMSL, Inc., NBC Building, 6th Floor, 7500 Bellaire Boulevard, Houston, TX 77036 • 713-772-1927

39 responses • 13% judged package and 8% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



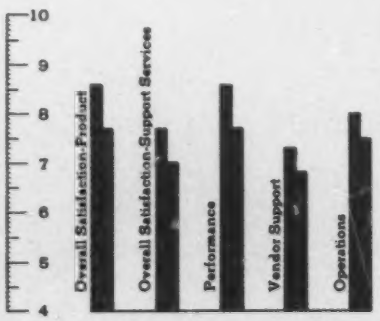
FDR • Innovation Data Processing, 970 Clifton Avenue, Clifton, NJ 07013 • 201-777-1940

57 responses • 53% judged package and 30% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



LOGOUT/MULTILOG • Macro 4, Inc., One West Hanover Avenue, Mount Freedom, NJ 07970 • 201-895-4800

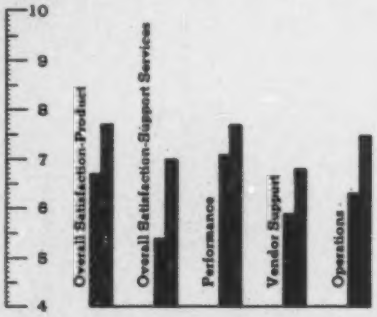
66 responses • 56% judged package and 30% judged vendor outstanding • 5 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



Rating Values		Legend
10-9: Superior	5-3: Acceptable	Specific Product Rating
8-6: Very Good	2-1: Inadequate	Group Average Rating

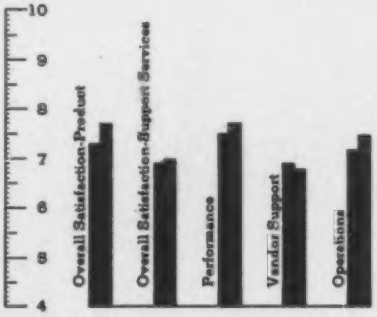
EDOS • Nixdorf Computer Software Co., 300 Third Avenue, Waltham, MA 02154 • 617-890-3600

36 responses • 14% judged package and 8% judged vendor outstanding • 23 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



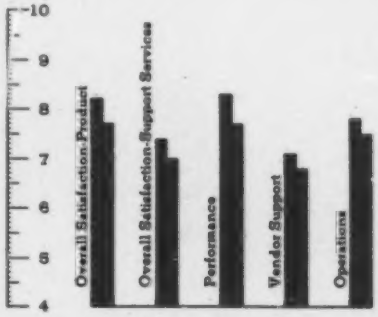
PANVALET • Pansophic Systems, 709 Enterprise Drive, Oakbrook, IL 60521 • 312-986-2263

37 responses • 16% judged package and 14% judged vendor outstanding • 4 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



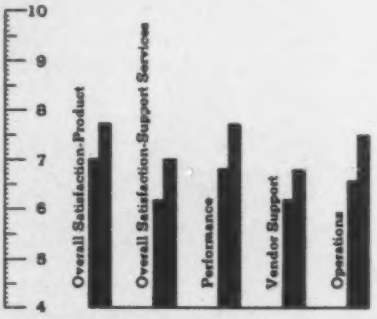
INSTANT FBA • SDI, Inc., 1700 South El Camino Real, P.O. Box 5801, San Mateo, CA 94402 • 405-572-1200

59 responses • 54% judged package and 25% judged vendor outstanding • 11 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



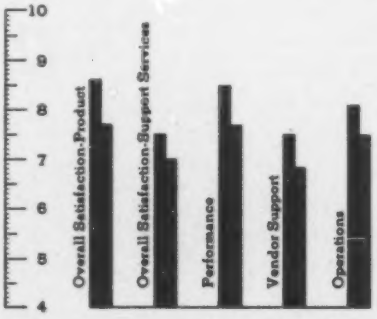
KEY/MASTER • TSI Int'l., 187 Danbury Road, Wilton, CT 06987 • 203-853-2884

60 responses • 18% judged package and 7% judged vendor outstanding • 2 actively seeking to replace package, with 2 citing unsatisfactory performance as reason.



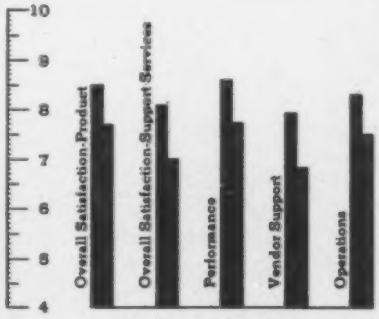
DOS/MVT/VSE • Software Pursuits, Inc., 444 Market Street, Suite 800, San Francisco, CA 94111 • 415-392-7171

60 responses • 65% judged package and 23% judged vendor outstanding • 9 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



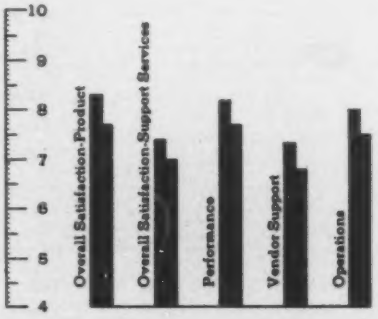
SYNCSORT-DOS • Syncsort, Inc., 560 Sylvan Avenue, Englewood Cliffs, NJ 07632 • 201-568-9700

81 responses • 57% judged package and 37% judged vendor outstanding • 3 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



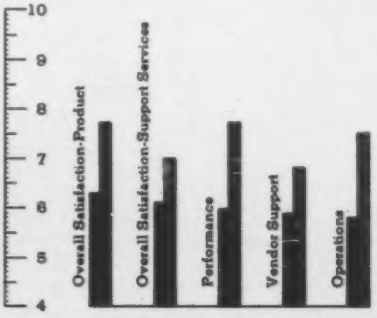
SYNCSORT-OS • Syncsort, Inc., 560 Sylvan Avenue, Englewood Cliffs, NJ 07632 • 201-568-9700

84 responses • 59% judged package and 26% judged vendor outstanding • 2 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



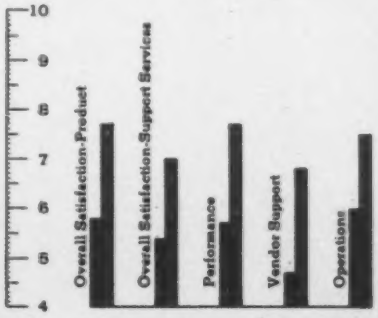
UCC-2 •UCCEL Corporation, UCCEL Tower, Exchange Park, Dallas, TX 75235 • 214-353-7533

30 responses • 10% judged package and 7% judged vendor outstanding • 8 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



VALU-LIB • Value Computing Inc., 498 North Kings Highway, Cherry Hill, NJ 08034 • 609-482-2500

46 responses • 7% judged package and 4% judged vendor outstanding • 4 actively seeking to replace package, with 3 citing unsatisfactory performance as reason.



DEC→TO IBM/SNA

Full SNA capability for your DEC computer! Comboard™/SNA gives your terminals access to IBM interactive applications. Data can be transferred between systems, all in the complete *fully supported package*. Comboard/SNA from Software Results.

Proven and reliable. Comboard/SNA is a single-board 256kb communications computer that plugs into your DEC Unibus. Teamed with Comboard software the system is a *cost-effective* solution to troublesome SNA communications problems.

Your DEC emulates an IBM PU Type 2 communication node. You have a *full gateway into your SNA* without passing through a secondary network.

For further information call or write Software Results... the leader in DEC to IBM communications.

COMBOARD™

Communications Results from

SOFTWARE RESULTS CORPORATION

Call Toll-free
1-800-SRC-DATA
(1-800-772-3282)
In Ohio call collect, 1-614-267-2300

2887 SILVER DRIVE • COLUMBUS, OHIO 43211 • TELEX 467-495 SRC DATA CI

European Subsidiary
SRCommunication GmbH Kaiserswerther Str 45 D-4000 Duesseldorf 30, FRG
Telephone (0211) 48-10-98 Telex 8 587 466

SEE US AT...
DEXPO™-WEST 84, Anaheim, CA, December 12-15, Booth #711
UNIFORUM,™ Dallas Infomart, Jan. 22-25, 1985, Booth #1285.

COMBOARD is a trademark of Software Results Corporation DEC UNIBUS are trademarks of Digital Equipment Corporation

CIRCLE 66 ON READER CARD

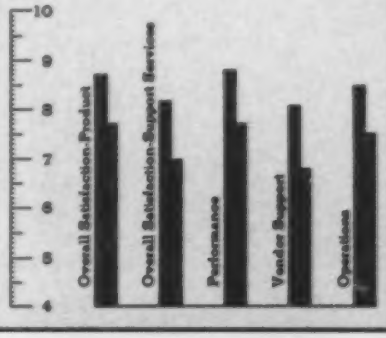
Rating Values

10-9: Superior	**5-3:** Acceptable
8-6: Very Good	**2-1:** Inadequate

Legend
Specific Product Rating
Group Average Rating

DISK UTILITIES • Westinghouse Electric, 777 Penn Center, 7th Floor, Pittsburgh, PA 15235 • 412-636-3100

41 responses • 61% judged package and 46% judged vendor outstanding • 1 actively seeking to replace package, with 0 citing unsatisfactory performance as reason.



Interest in New U.S. Savings Bonds is growing daily, at Singer in Stamford.

Leola Elliott
"I buy Savings Bonds for my daughter. This is one way I can help her with her financial future."

Ernest E. Felago
"The Payroll Savings Plan is a convenient way for me to save for my retirement and also take advantage of the tax-savings option."

NEW VARIABLE RATE BONDS MAKE IT SMART TO Take stock in America.

Ad Council

Director of Sales
Department of the Treasury
U.S. Savings Bonds Division
Washington, D.C. 20226

Yes, please send me *Free* information about the Payroll Savings Plan.

Name _____
Position _____
Company _____
Address _____
City _____ State _____ Zip _____

U.S. SAVINGS BONDS CAMPAIGN
BUSINESS PRESS AD NO. USSB-1523-83
2" x 5" [110 Screen] BP-SPEC-83